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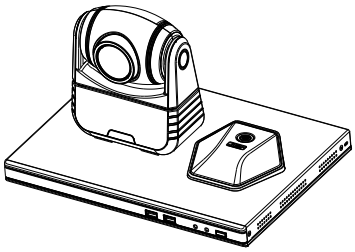
Introduction

Thank you for choosing AVer video conferencing solutions. The HVC series is designed to provide HD video conferencing with all the features needed to see immediate benefits to online collaboration and communication.

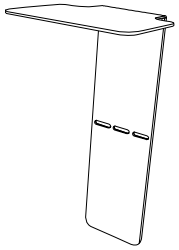
Package Contents

Make sure the following items are in your HVC package.

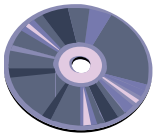


AVer™ HVC
(main system, camera and mic)

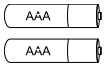
Remote Control



L-Bracket
(camera stand)

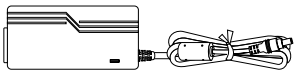


Manual CD

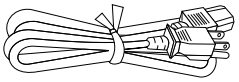


2 AAA Batteries

8-Pin to RS232 Converter



Power Adapter



Power Cord

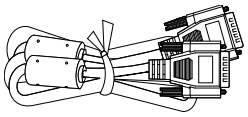
* The power cord will vary depending on the standard power outlet of the country where it is sold.

MIC Cable

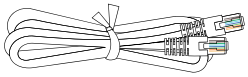
HDMI Cable

3-Pin MIC Converter

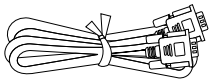
Phone to RCA Cable



26Pin-DSub Cable
(female/female)



RJ-45 Cable

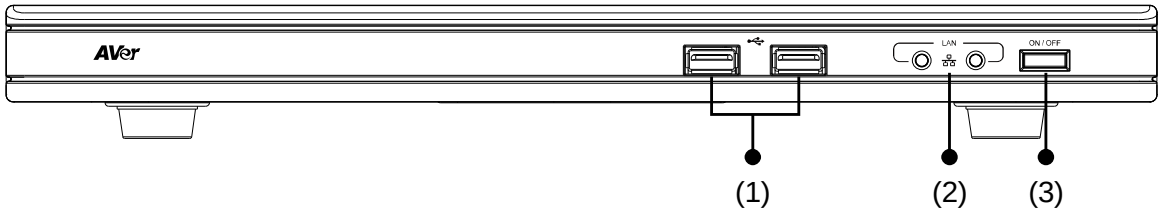


VGA Cable

S-video to CVBS Converter

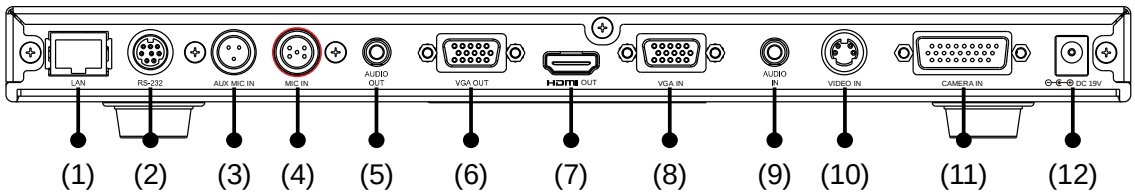
Getting Familiar with the AVer HVC

Main System



Main system front panel (fig. 1.1)

Name	Function
(1) USB Ports	Save captured images or record meetings on to a USB flash drive.
(2) Network Status	Displays network connection status.
(3) Power	Turn on/off main system.

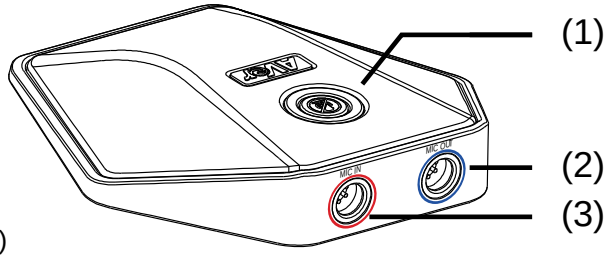


Main system back panel (*fig. 1.2*)

Name	Function
(1) LAN Port	Use a RJ-45 Ethernet cable to connect with your network. Requires IP-based network.
(2) RS-232	Integrate the system into a RS-232 interface.
(3) AUX MIC IN	Connect an external microphone (MIC).
(4) MIC IN	Receives audio signal from MIC.
(5) AUDIO OUT	Outputs audio signal from the main system to external speakers or sound system.
(6) VGA OUT	Outputs video signal to a display device using VGA. In dual screen mode, this output functions as the secondary screen.
(7) HDMI OUT	Outputs video signal to a HDMI display. In dual screen mode, this output functions as the primary screen.
(8) VGA IN	Receives video input from a computer, document camera or other VGA device.
(9) AUDIO IN	Receives audio signal from an external audio source thru RCA left and right audio connections.
(10) VIDEO IN	Receives video input from a media device thru S-Video/RCA video connection.

Name	Function
(11) CAMERA IN	Connects the camera to the main system.
(12) DC 19V	Connects the power adapter to the system.

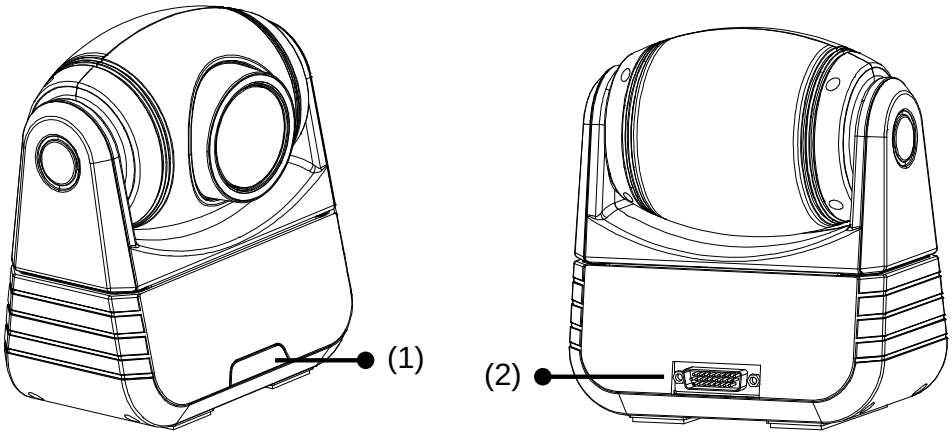
MIC



(*fig. 1.3*)

Name	Function
(1) Mute	Mute/Unmute the Mic.
(2) MIC OUT	Outputs audio signal from the MIC.
(3) MIC IN	Receives audio signal from the second MIC and passes it thru the MIC OUT to the main system.

Camera



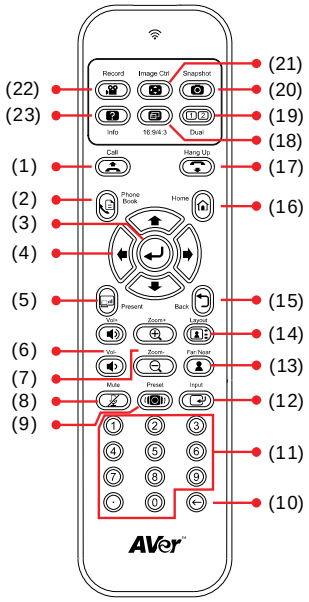
(*fig. 1.4*)

Name	Function
(1) IR Sensor	Receives IR signal from the remote control for system operation.
(2) CAMERA	Sends camera video feed to the main system.

Remote Control

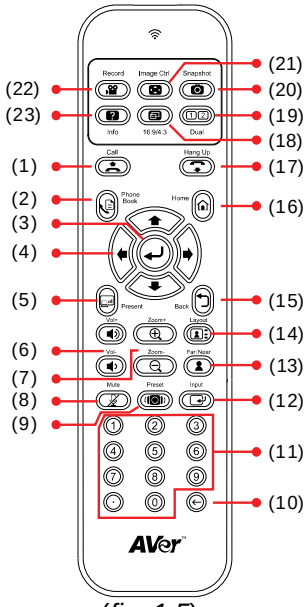
The remote control requires two (2) “AAA” size batteries (included). Make sure the batteries are installed properly before using the remote. Aim the remote control at the AVer HVC camera infrared sensor to operate the unit.

* Available in AVer HVC310 model only.



(*fig. 1.5*)

Name	Function
(1) Call	Start a call or add another party.
(2) Phone Book	▪ Search contacts to make a call. ▪ Add, edit, delete or create group contact entries.
(3) Enter	▪ Make a selection in OSD menus or on-screen keyboard. ▪ Accept incoming calls. ▪ Display the site name and icon during the meeting.
(4) ▲,▼,◄, & ►	▪ Use these buttons to navigate through the selections in OSD menus or on-screen keyboard. ▪ Pan and tilt the camera to adjust the viewing angle. ▪ Pan, tilt the zoomed in camera image or captured image.
(5) Present	Share either content from the VGA IN port or the latest captured image. This present icon will appear on the screen to indicate content sharing. The icon will disappear after 5 sec.
(6) Vol +/-	Increase/decrease the speaker volume.
(7) Zoom +/-	Increase/decrease the camera zoom or the captured image magnification.
(8) Mute	Mute/Unmute the MIC. This mute icon will appear when the mic is muted. The mute icon will become translucent after 5 sec.
(9) Preset	▪ Press and hold for 3 sec to set the position of the camera to a preset from 0-9. ▪ Press to move the camera to a selected preset point number.
(10) Backspace	Move back one space and delete one character at a time.
(11) Numeric Pad	Use to enter numeric numbers.
(12) Input	Switch the input source between AVer HVC



(*fig. 1.5*)

Name	Function
	camera, S-Video, or Video.
(13) Far/Near	Select to control either near site or far site camera. The cam ctrl icon will appear on the screen to indicate which site's camera you are controlling. The cam ctrl icon will disappear after 5 sec. The far site camera can only be operated when this feature is enabled.
(14) Layout	Change the screen layout.
(15) Back	Return to previous OSD menu selection.
(16) Home	Bring up the main screen.
(17) Hang Up	End the call.
(18) 16:9/4:3	Toggle between 16:9 or 4:3 aspect ratios.
(19) Dual	Switch to dual screen mode. This splits the video conferencing screen and present screen onto two separate monitors (two monitors must be connected to use this feature, one through HDMI and one through VGA).
(20) *Snapshot	Capture the image from the camera. To view the captured image, press Present or Image Ctrl.
(21) *Image Ctrl	Switch between camera and image modes. ▪ Camera mode - allows you to pan, tilt, zoom in/out, and adjust the focus. ▪ Image mode - allows you to display the captured image. To save the captured image in the USB flash drive, press Record.
(22) *Record	Start/Stop video recording. The video recording can only be saved to a USB flash drive. You do not need to be on a video conference to record.
(23) Info	Display the call statistics information.

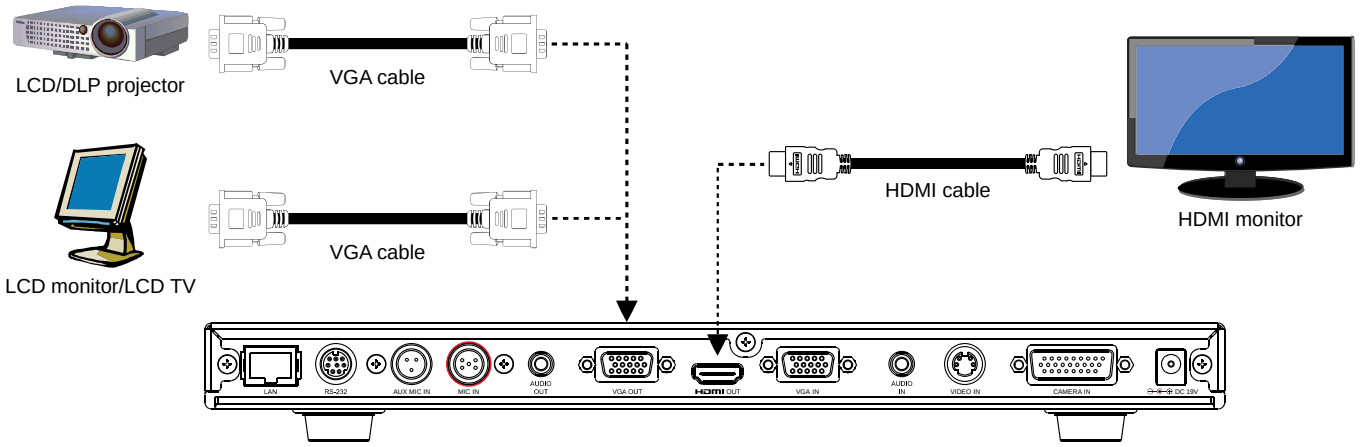
Making the Connections

Before making the connections, make sure all devices are powered off. Refer to the illustrated connections below and also to the user manual of the device you are connecting to the AVer HVC system.

> ⚠ Make sure all connections have been made before powering on the system.

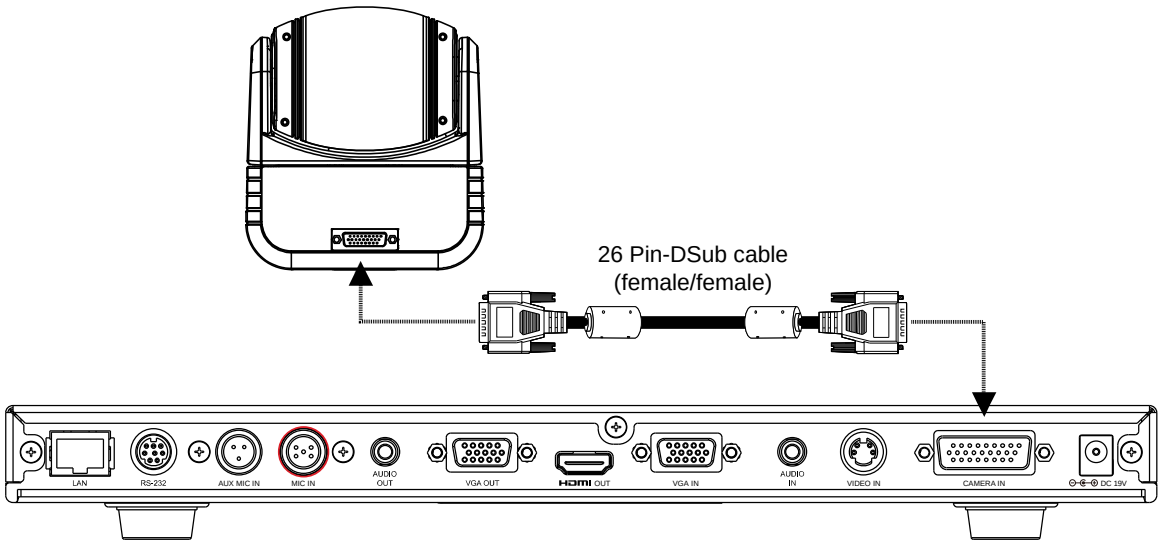
Connecting a Monitor

Locate the VGA/HDMI input port of the graphics display device and connect it to VGA OUT/HDMI OUT port of the AVer HVC. Both VGA OUT and HDMI OUT can be used at the same time, allowing you to switch to dual screen mode.



Connecting the camera to main system

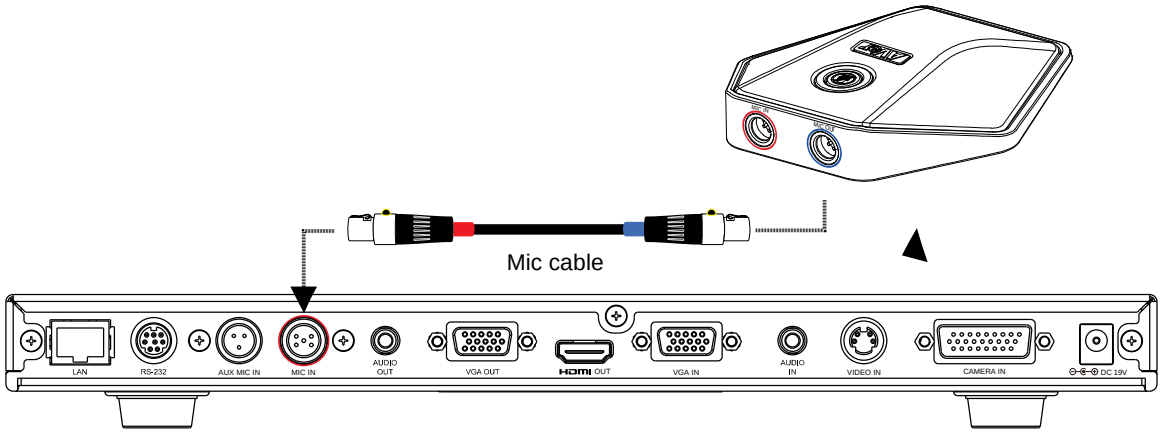
Locate the port on the back of the camera and connect it to the CAMERA IN port of the HVC.



Connecting the MIC

Use the supplied MIC cable and connect the end with the red tag to the MIC IN port of the HVC. Then connect the other end of the MIC cable with the blue tag to MIC OUT port.

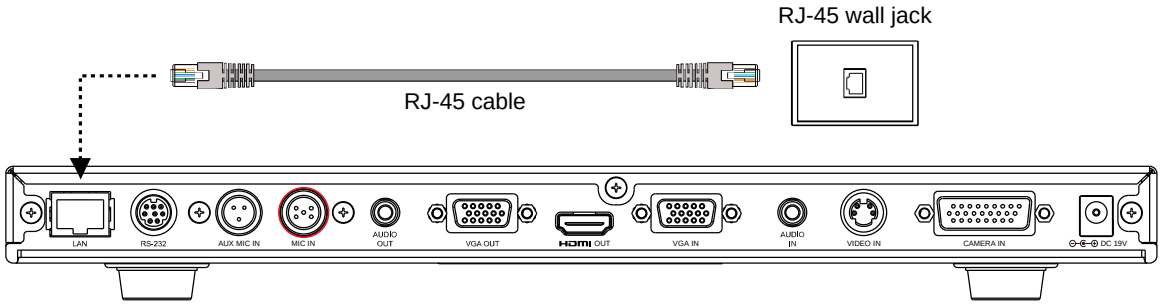
Press the button on top of AVer HVC Mic to mute/unmute the mic.



Connecting the LAN

Connect a RJ-45 cable from your it from the LAN port of AVer HVC to a RJ-45 wall jack or Ethernet hub.

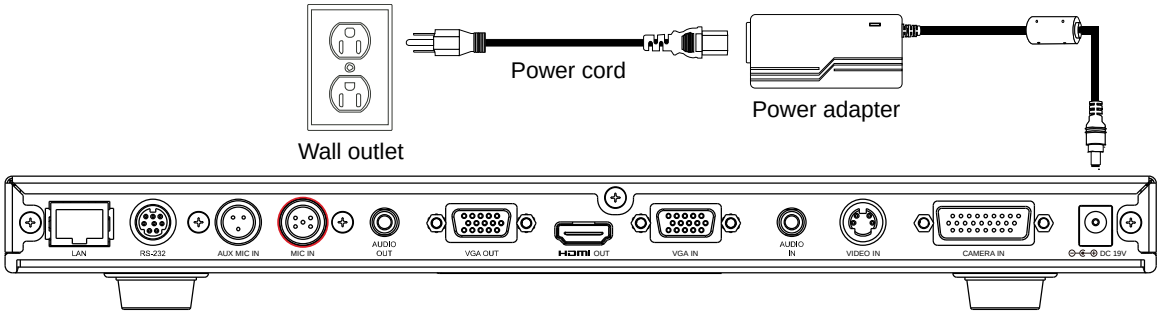
Requires an IP-based network.



Connecting the Power

Connect the power adapter to a standard 100V~240V AC power outlet.

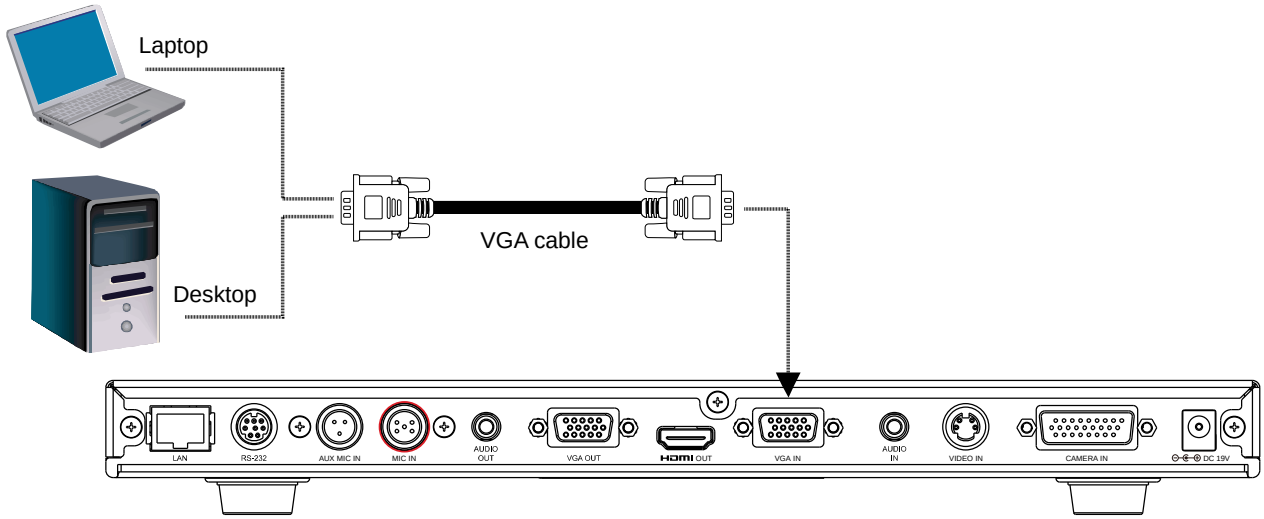
- To prevent shock, make sure the connection ports in the main system are connected before connecting the power cable and turning on the power.
- Make sure to use the supplied 19V power adapter.



Connecting a Computer

Locate the VGA output port of the computer or laptop and connect it to VGA IN port of HVC.

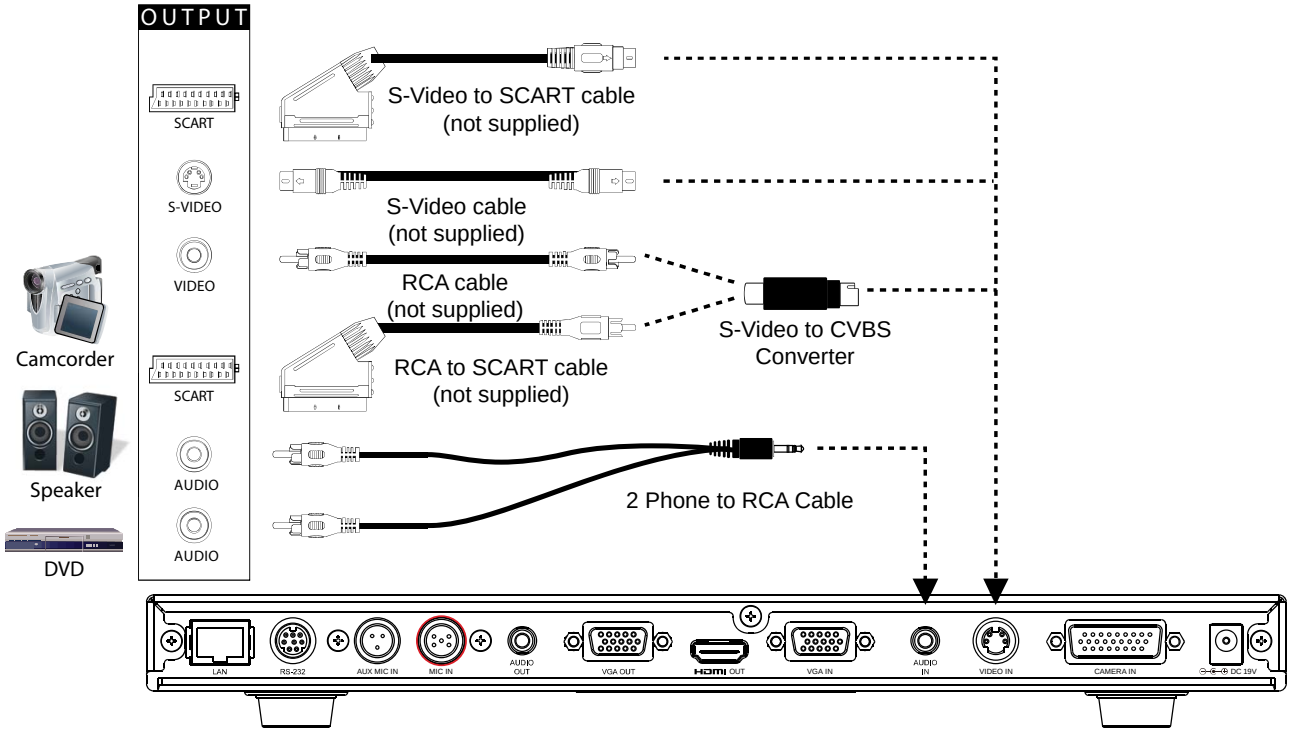
To share the video signal from the computer, press PRESENT and select “VGA”.



Connecting a DVD player or Camcorder

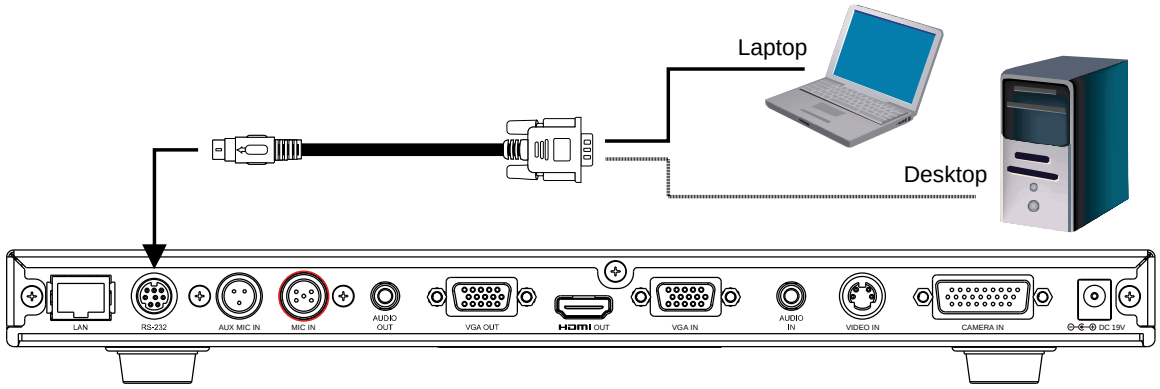
Locate the S-VIDEO, VIDEO and AUDIO output port of the media player (i.e., DVD player) or camcorder and connect it to S-VIDEO IN, or VIDEO IN and AUDIO IN port of AVer HVC.

- Make sure the NTSC/PAL switch setting is set to match your TV system.
- For better video quality, we recommend using the S-Video Connection.



Connecting to a Central System via RS-232

Connect the 8-Pin adapter to the RS-232 port on the system. Then connect the other end to RS-232 port of the central system. For the command codes, visit our website or request the list from our technical support.



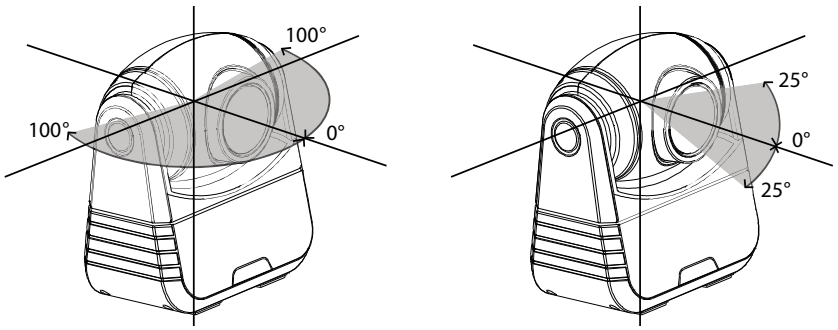
Setting Up AVer HVC

This section provides useful tips on how to set up the AVer HVC components.

Camera

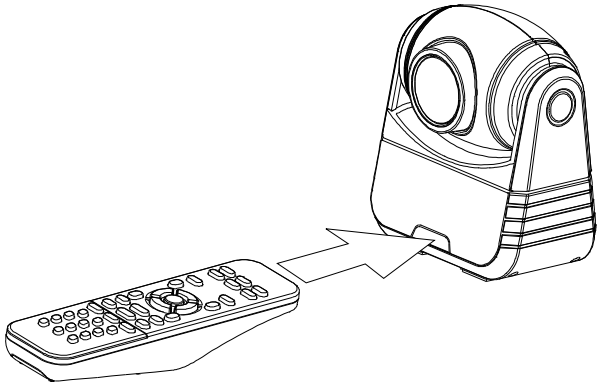
The AVer HVC camera can be panned (Ø +- 100 deg range), tilted (Ø +- 25 deg range) and zoomed (7X) with the use of the ▲, ▼, ◄ and ►, and Zoom +/- buttons on the remote control.

> ⚠ Avoid physically adjusting the camera to prevent misalignment and damaging the pan and tilt motor. Always use the remote control to pan and tilt the camera head.



Infrared Sensor

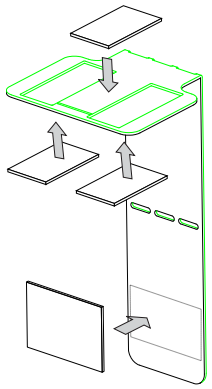
Aim the remote control at the camera infrared sensor to operate the unit.



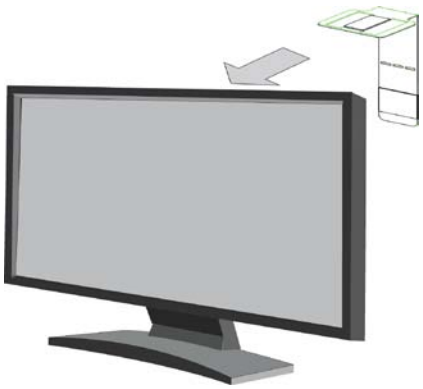
Installing L-Bracket

Use the L-bracket on your LCD monitor.

1. Attach the supplied Velcro strips on the L-bracket. One on top, two underneath and the larger one on the front side.

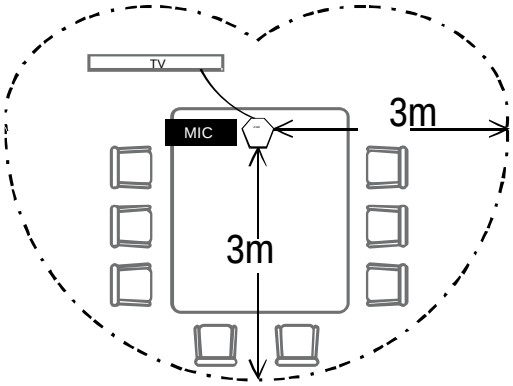


2. Remove the adhesive cover and place the L-bracket on the LCD monitor.
3. Place the HVC camera on top of the L-bracket.

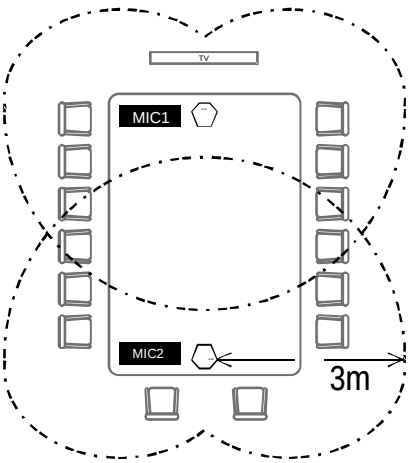


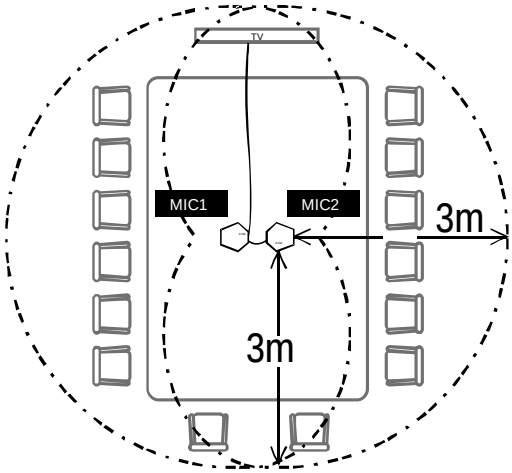
Positioning the MIC

The microphone reception is ideal when placed within 3m of any speaker.



(single microphone)





(two microphones)

Running the AVer HVC

Upon running the AVer HVC for the first time (or the system has been reset), the system will instantly direct you to the Quick Start menu. See Quick Start.

Navigating the Menu and Settings

1. In the Home menu, press ► and ◄ on the remote to toggle between the 5 selections.
2. Press ↵ to make a selection or the new setting to take effect.

Using the On-screen keyboard and numeric pad

1. Use the ▲, ▼, ◄ and ► buttons to move the selection and ↵ to make a selection.
2. Select Cancel and press ↵ to void the action and return to the previous or Home menu.
3. Select ⌫ and press ↵ to delete all the entered characters or number.
4. Select ← and press ↵ to delete one character or number.
5. Select ↵ and press ↵ to save and take effect the action and return to previous menu.
6. For the numeric pad, you may use the number buttons on the remote and press ↵ to save.

Home Menu Screen

There are 5 selections on the Home menu screen: Cam Ctrl, Dial, Phonebook, Call History, and Setting. Upon running the AVer HVC, the Home menu screen will be displayed. Simply use the ► and ◄ buttons to move between selections and press to select. You can easily place a call and select the site contact either in Phonebook, Call History, or Dial. The administrator can set a security password to prevent changes made to the system setting and WebTool access.

Cam Ctrl

The Cam Ctrl allows you to adjust the visual angle of the camera, before making a call.

To Adjust the AVer HVC Camera

4. Select Cam Ctrl and press . The screen will completely show the camera image and hide the Home menu.
5. Using the remote control, press ◄ and ► to pan, ▲ and ▼ to tilt, and Zoom+ and Zoom- to increase and decrease the camera magnification.
6. Press to call up the Home menu again or to return to previous.

Dial

Dial allows you to make a call by entering the IP address and call quality setting.

To Make a Call Using Dial

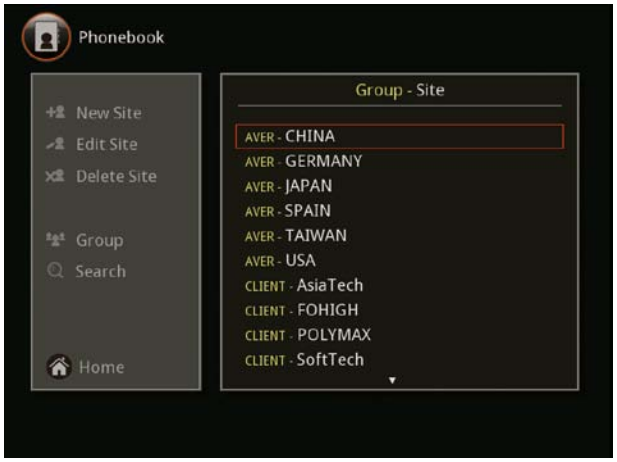
1. Select Dial and press ↵. The on-screen numeric pad will appear.

   To set the Call Quality, use ▲, ▼, ◄ and ► buttons to move the selection box to the Call Quality drop-down list and press ↵ to select the value.

2. Use the numeric button on the remote to enter the IP address and press Call to make a call.

Phonebook

Phonebook allows you store, edit, and delete contact information, group contacts by category, search contacts and make calls. The group and site name of the contacts in the directory will be displayed in alphabetical order. You may also use the WebTool to edit the phonebook entries.

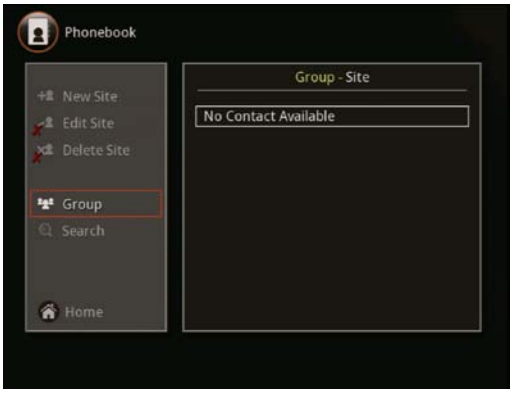


Add Group

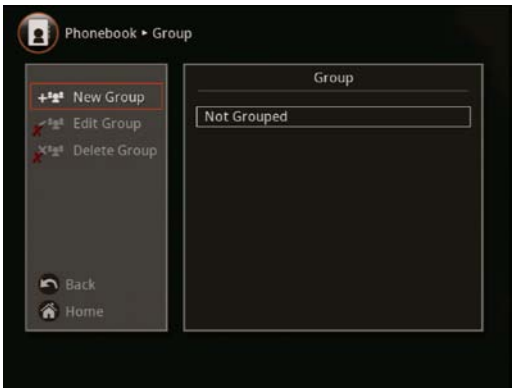
1. Select Phonebook and press ⏎.

2. Select Group and press ⏎.

   In grouping the contacts, you can easily categorize the contacts into a specific group such as client, vendor, company, branch, etc.

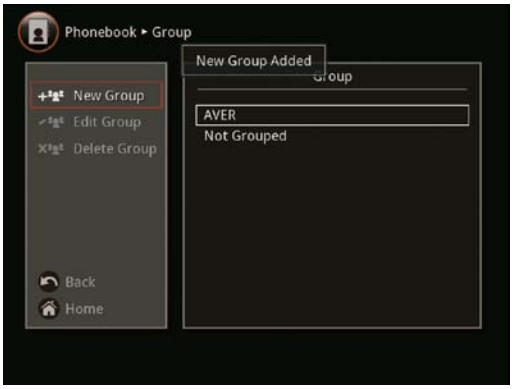


3. Select New Group and press ⏎.



4. Use the ▲, ▼, ◄ and ► buttons to move the selection in the on-screen keyboard and press ⏎ to make a selection. Select ↵ and press ⏎ to save the new group name.

5. The new group name will be saved and displayed in the Group list.

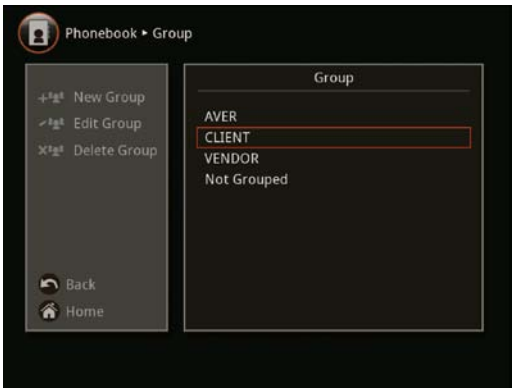


Edit Group

1. Select Phonebook and press ↵.

2. Select Group and press ↵.

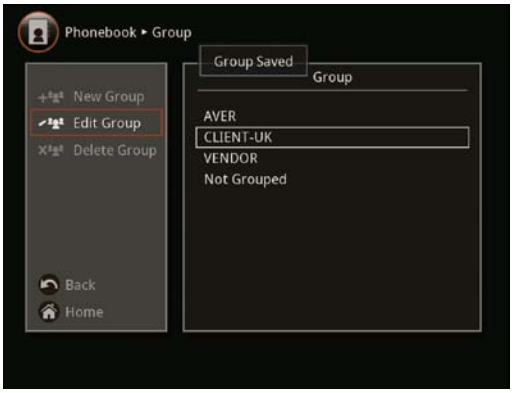
3. Select the name you want to modify in the Group list.



4. Select Edit Group and press ↵.

5. Use the ▲, ▼, ◄ and ► buttons to move the selection in the on-screen keyboard and press ⏎ to make a selection. Select ↵ and press ⏎ to save the revised group name.

6. The revised group name will be saved and displayed in the Group list.

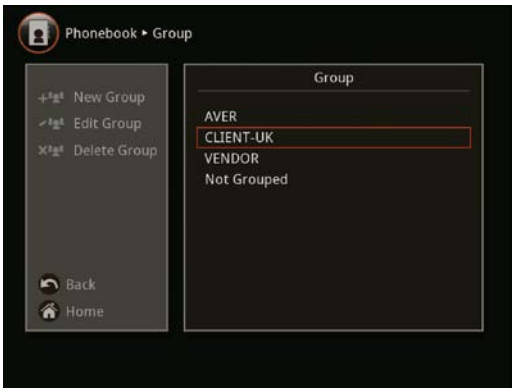


Delete Group

1. Select Phonebook and press ⏎.

2. Select Group and press ⏎.

3. Select the name you want to remove in the Group list.



4. Select Delete Group and press ↵.

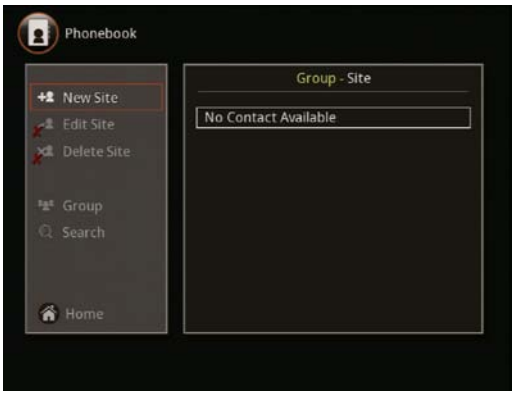
5. Select “Yes” to remove the selected group name and “No” to cancel group name deletion.

6. The selected group name will no longer appear in the group list when deleted.

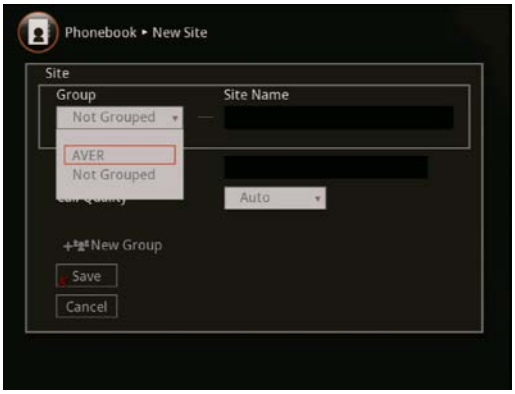
Add Phonebook Entries

1. Select Phonebook and press ↵.

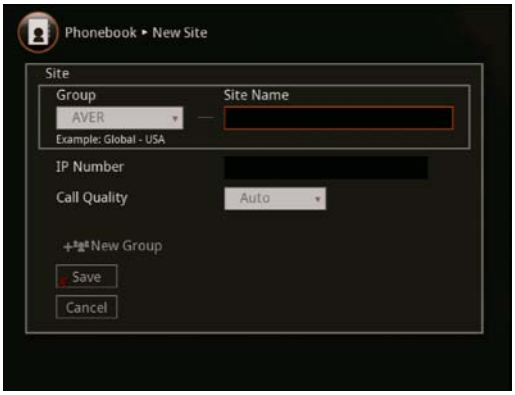
2. Select New Site and press ↵.



3. Select the Group name.

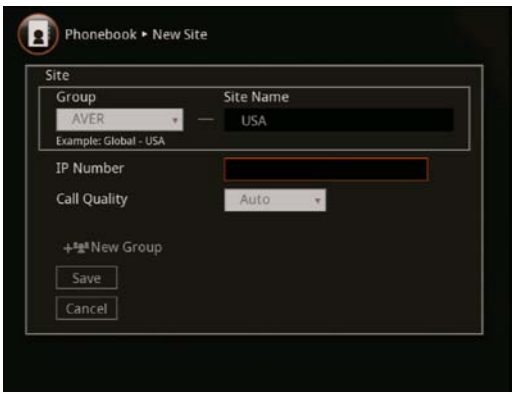


4. Select Site Name box and press ↵.



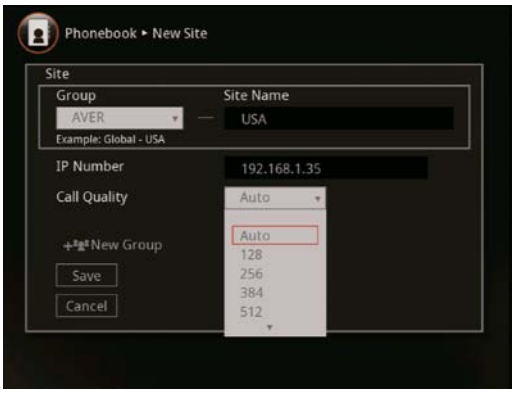
5. Use the ▲, ▼, ◄ and ► buttons to move the selection in the on-screen keyboard and press ⏎ to make a selection. Select ↵ and press ⏎ when you are done to save the new site name.

6. Select the IP address box and press ⏎.

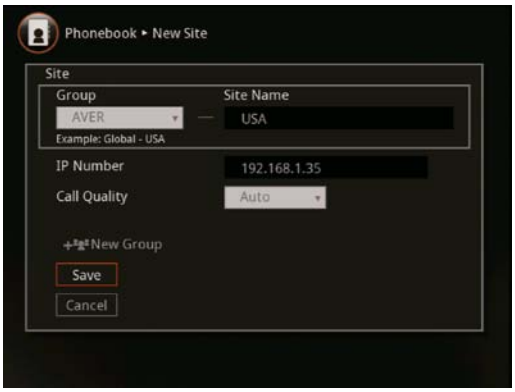


7. Use the numeric number button on the remote to enter the IP address and select ↵ to save.

8. Select the desired call quality value in the drop-down box and press ⏎.
   The bandwidth setting in the Auto Call Quality selection will be used when Auto is selected in Call Quality.



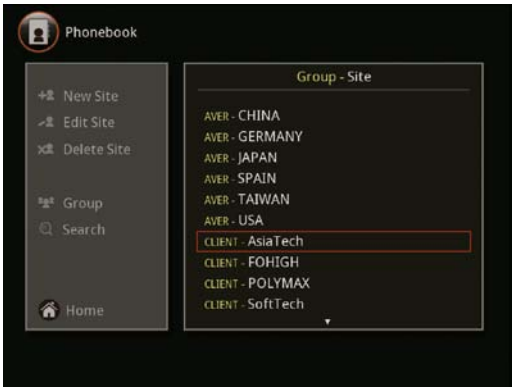
9. Select Save to store the newly added site contact and Cancel to undo adding contact.



Edit Phonebook Entries

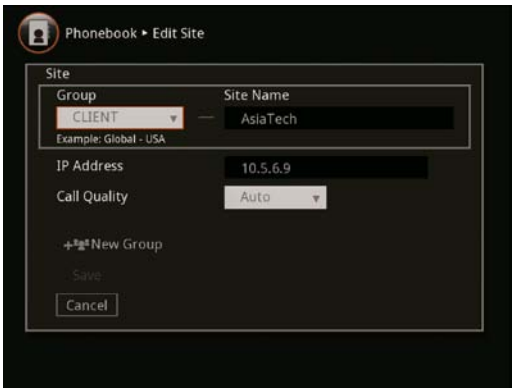
1. Select Phonebook and press ↵.

2. Select the contact you want to modify.

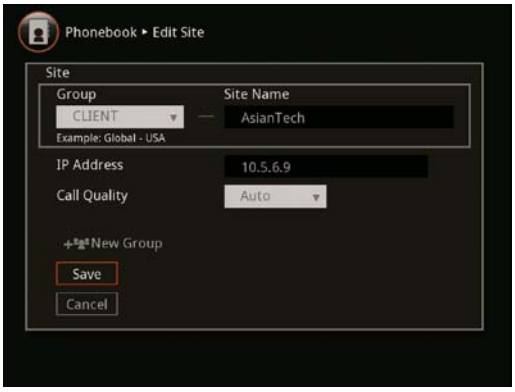


3. Select Edit Site and press ↵.

4. In the Phonebook > Edit Site screen, you may change the Group name, Site Name, IP Address, and Call Quality.



5. After making the changes, select **Save** to apply the new changes or **Cancel** to undo the changes and return to Phonebook menu.



6. The saved changes will be shown in the Group-Site list.

Delete Phonebook Entries

1. Select Phonebook and press ↵.

2. Select the contact you want to delete.

3. Select Delete Site and press ↵.

4. Select “Yes” to remove the selected contact and “No” to cancel contact deletion.

5. The selected contact will no longer appear in the group-site list when deleted.

Call History

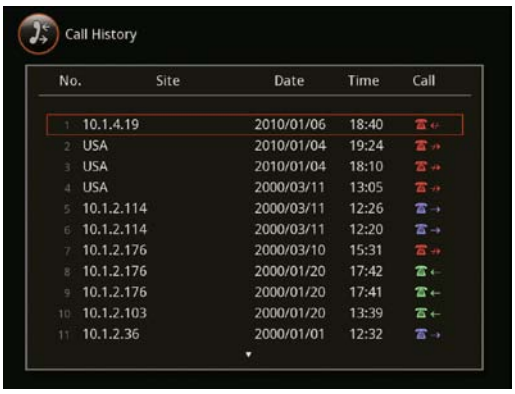
The Call History allows you to check the incoming/outgoing calls and their status. You can also make a call by selecting it in the Call History list.

Check the IN/OUT Calls

1. Select Call History and press ↵.

2. The Call History will show the IP address or the Site name, Date and Time of call and Call status. Refer to the table below to check the call status.

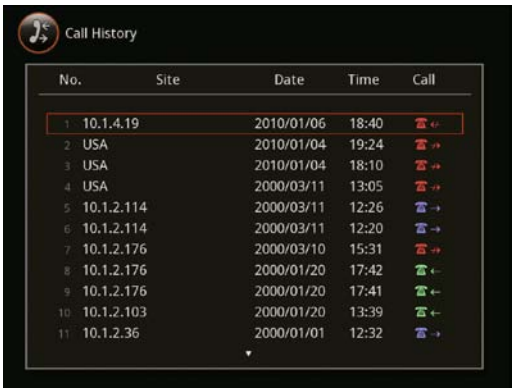
Call Status	Answered	Failed
IN		
OUT		



Make a Call in Call History

1. Select Call History and press ↵.

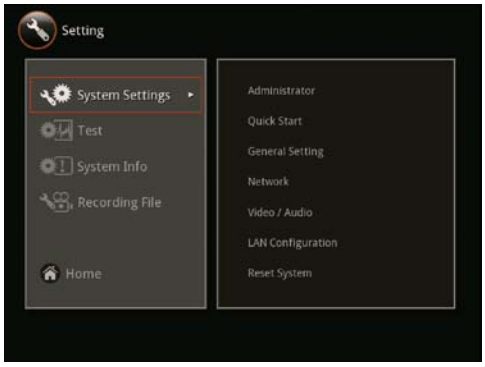
2. Use the▲, and ▼ buttons to move the selection and scroll up and down in the call history list and press ↵ to make a call.



3. The call will be connected.

Settings

The Setting menu allows you to modify system settings, check the system info, test the system and watch recorded conference files.



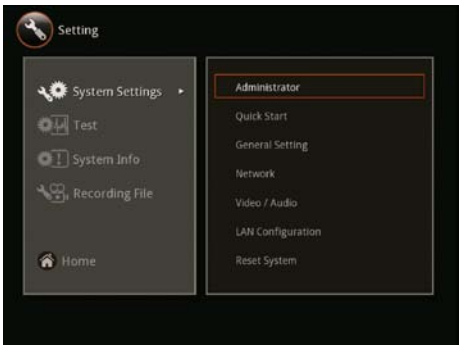
Administrator

The Administrator allows you to set a password to prevent unauthorized users from changing the system settings, accessing WebTool, and VCLink feature.

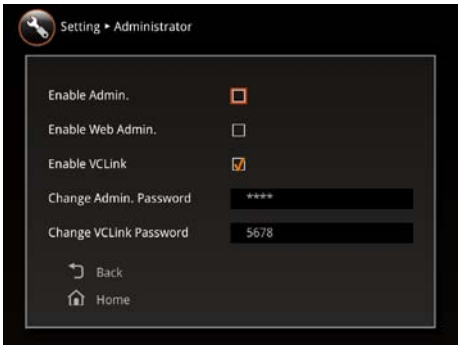
Enable/ Disable Administrator Setting

1. Select Setting and press ↵.

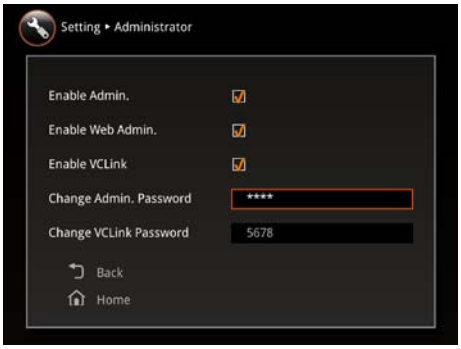
2. Select Administrator and press ↵.



3. Select Enable Admin and press ↵ to enable/disable authorization; select Enable Web Admin to enable/disable using the WebTool function; and select Enable VCLink to enable/disable using VCLink features.



4. Make sure to change the default password in Change Admin. Password and Change VCLink Password.

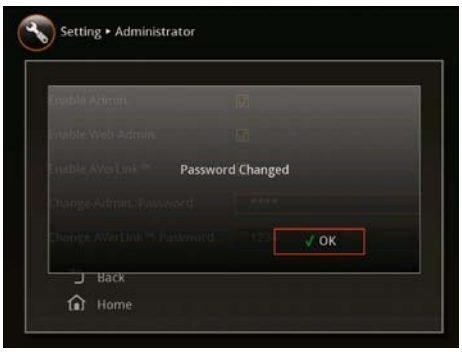


Note: Default password is 1234

5. Use the ▲, ▼, ◄ and ► buttons to move the selection in the on-screen keyboard and press ⏎ to make a selection. Select ↵ and press ⏎ when you are done entering the password.

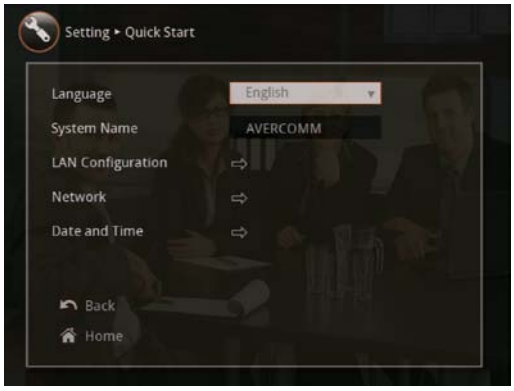
6. You will be asked to enter the password again for confirmation.

7. The entered password will be saved. Press ⏎ to go back to previous menu.



Quick Start

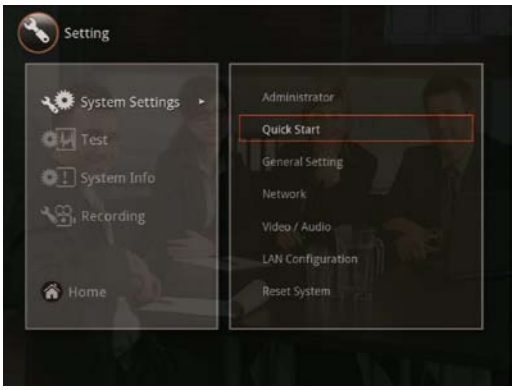
The Quick Start is the recommended process for setting up the system if you are using AVer HVC for the first time.



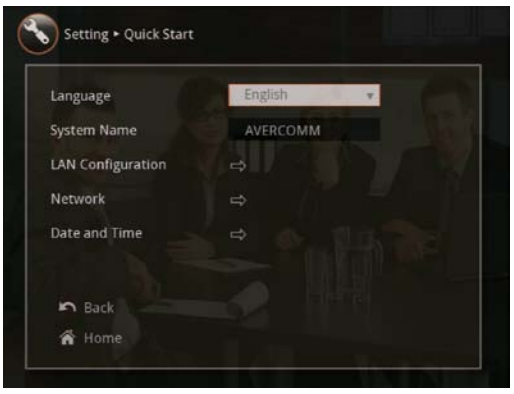
Setup the AVer HVC

1. In the Home menu, click Setting and select System Settings > Quick Start.

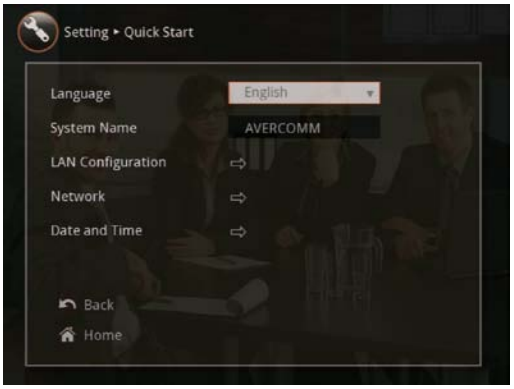
   If the system is administrator password protected, you will need to enter the password to change the System Settings.



2. In the Quick Start menu, you can modify following settings:
   Language
   System Name
   LAN Configuration
   Network
   Date and Time

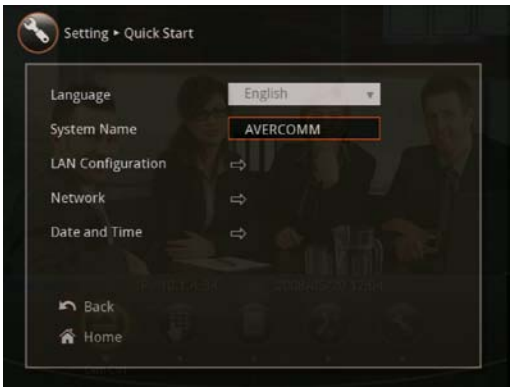


Setup the Language



1. Select Language and press ↵.
2. Use the ▲ and ▼buttons and select from the language you prefer.
3. Press ↵ to change the system into the selected language.

Setup the System Name



1. Select System Name and press ↵.

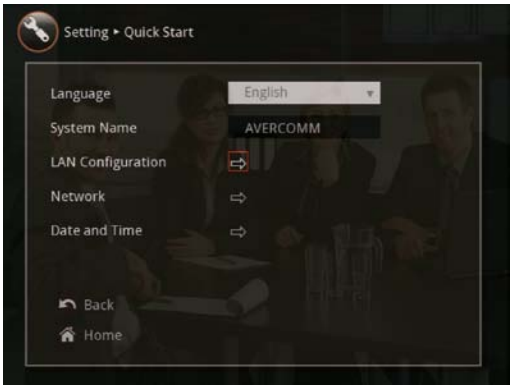
2. Use the ▲, ▼, ◄ and ► buttons to navigate and ↵ to make a selection.

3. Select ↵ and press ↵ to save and take effect the action and return to previous menu.

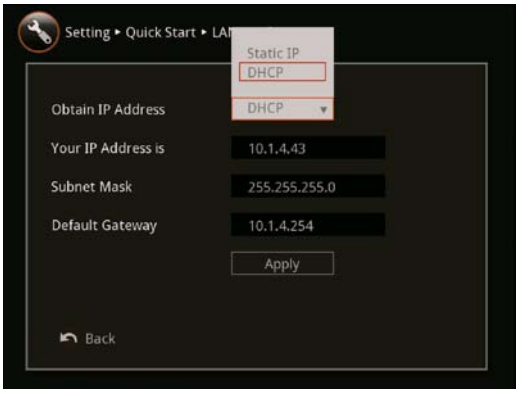
   The system name will be displayed on the screen for 5 sec after making or answering a call.

LAN Configuration

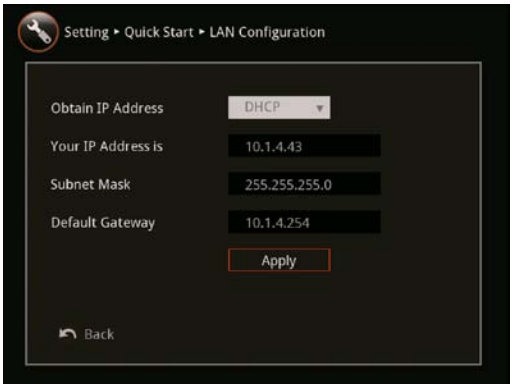
1. Select LAN Configuration and press ↵.



2. In Obtain IP Address selection, select the type of IP and press ↵.
   - **DHCP** – configures the system to automatically obtain an IP address from the DHCP server.
   - **Static IP** – configures the system to use the assigned IP address. Select this when the public IP address is available.
   - **Your IP address is** - shows the current IP address; enter info when you need to configure your IP address manually.
   - **Subnet Mask** - shows the designated IP address routing prefix; enter info when the system does not automatically obtain the subnet mask.
   - **Default Gateway** - allows traffic from one point and exit point in network; enter info when the system does not automatically obtain the gateway.

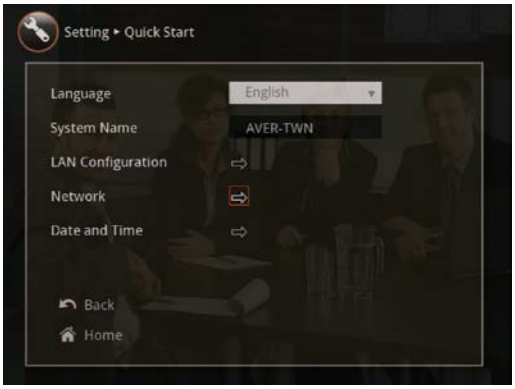


3. Select Apply and press ↵ to save the setting.

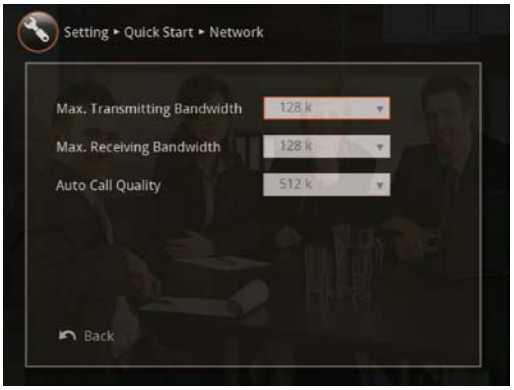


Set up the Network

1. Select Network and press ⏎.
   You may also set the network setting in Network selection. Go to Setting > System Settings > Network.

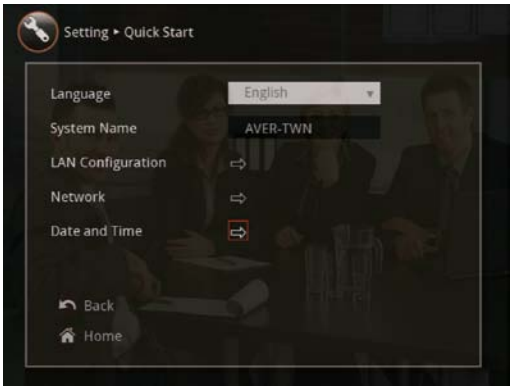


2. Select the maximum transmitting and receiving bandwidth and press ⏎ to make a selection.
   - **Max. Transmitting/Receiving Bandwidth** - allows you to specify the maximum bandwidth of the outbound and inbound calls. AVer HVC system supports up to 4Mb.
   - **Auto Call Quality** – allows you to predefine a default outbound/inbound bandwidth. This setting will be used when “Auto” is selected in the Call Quality setting.

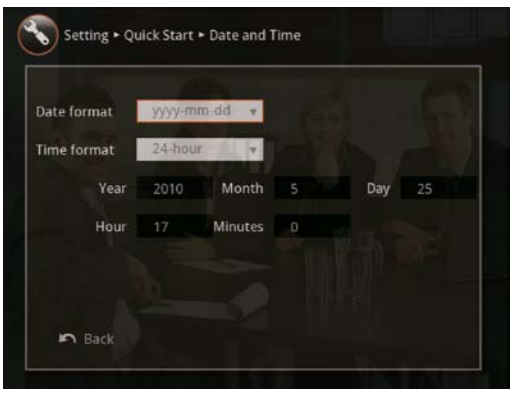


Set the Date and Time

1. Select Date and Time and press ⏎.



2. Select the Date and Time format you prefer and enter the date and time values.



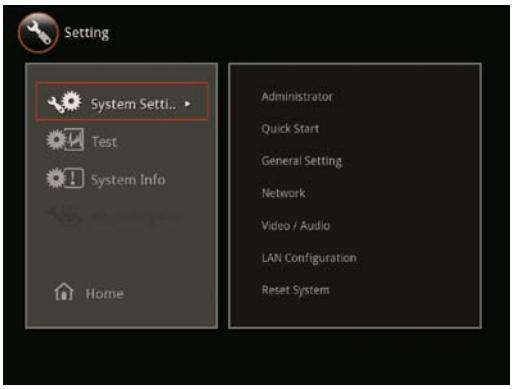
General Settings

In General Setting, you can enable/disable Far Control of Near Camera to allow the far site to control your Camera, select the system language, enable/disable Auto Power-off mode, change the display setting, set the system to automatically answer/reject the incoming calls, and setup the system date and time.

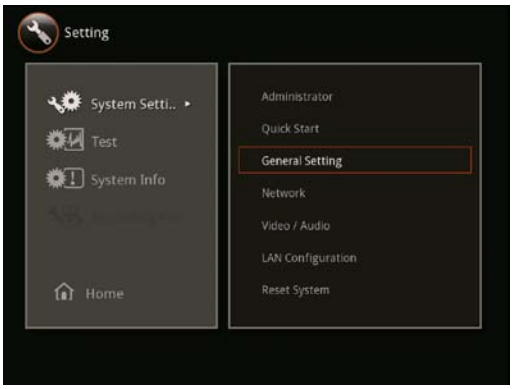
Enable/Disable Far Control of Near Camera:

1. Select Setting and press ↵.

2. Select System Settings.



3. Select General Setting

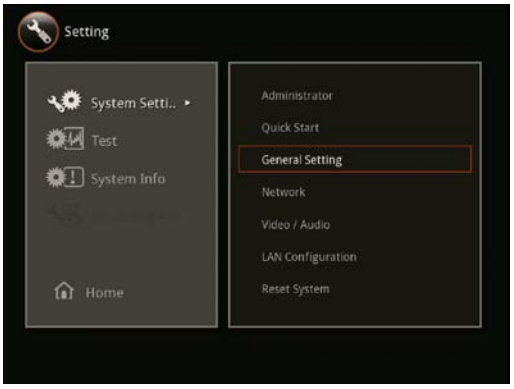


4. Select Far Control of Near Camera. Enable to let the far site control your camera.

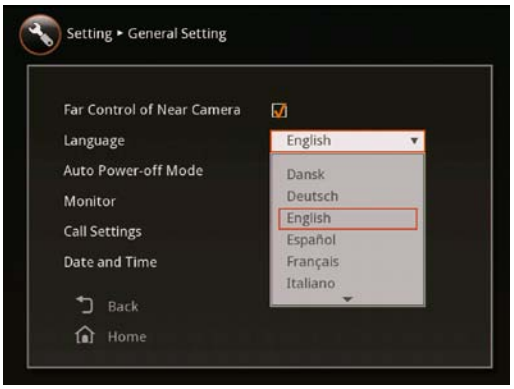
Set the Language

1. Select Setting and press ↵.

2. Select System Setting > General Setting and press ↵.



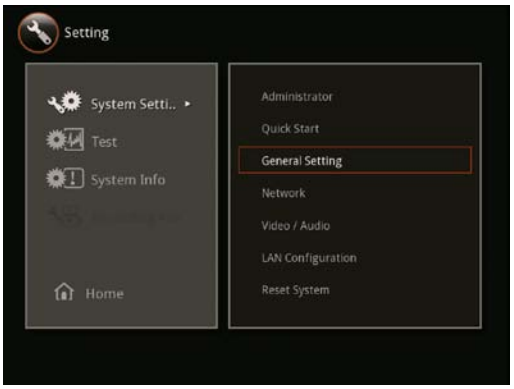
3. Select Language and press ↵ to show the language list. Use the ▲ and ▼ buttons and press ↵ to make a selection.



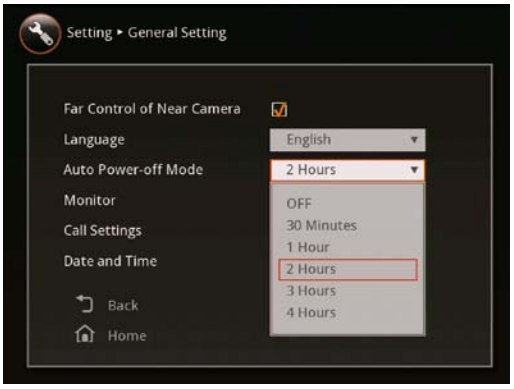
Set the Auto Turn Off Timer

1. Select Setting and press ⏎.

2. Select System Settings > General Setting and press ⏎.



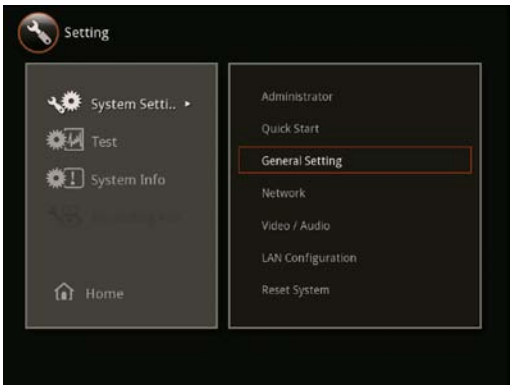
3. Select the Auto Power-off Mode drop-down box and press ⏎. Then select the idle time before the system automatically turns off or OFF to disable this feature.
   The feature will completely turn off the system. To turn on the system you need to press the Power button on the main unit.



Set the Display Ratio/TV Underscan/Screen Saver

1. Select Setting and press ⏎.

2. Select System Setting > General Setting and press ⏎.



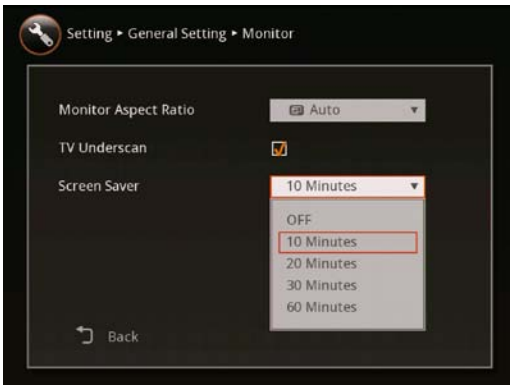
3. Select Monitor and press ⏎.

4. Select the Monitor Aspect Ratio drop-down box and press ⏎. Choose the appropriate aspect ratio of the display device you using. If you want the system to automatically detect the right setting, choose Auto. Press ⏎ to make the selection.

5. Enable TV Underscan to reduce the image to display the black borders when using the HDMI video output.

6. Select the Screen Saver drop-down box and press ⏎. Then select the time for the system to automatically switch to standby mode or OFF to disable this feature. Press ⏎ to make a selection.

   The screen will turn black when the system is in standby mode. Press any button on the remote to wake up the system.



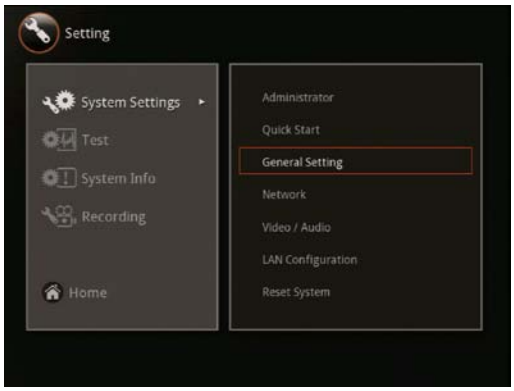
Call Settings

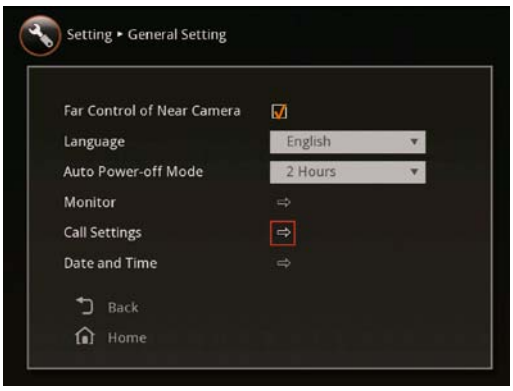
Call Setting allows you to enter or change your system's site name which will appear on the screen during the call session for the other party to identify you. Set the system to enable/ disable auto answer, set the Session Initiation Protocol (SIP) settings, and enable/disable Advanced Encryption Standard which ciphers the data to protect against unauthorized data access.

Auto Answer

1. Select Setting and press ⏎.

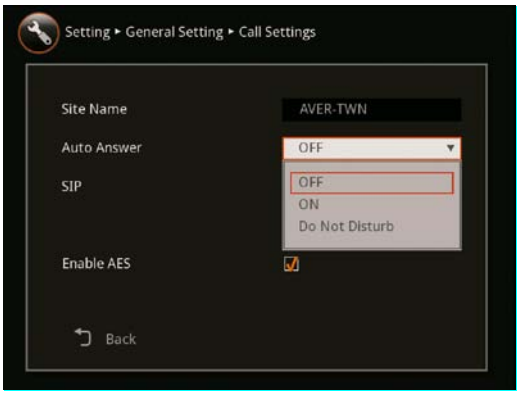
2. Select System Settings > General Setting > Call Settings and press ⏎.





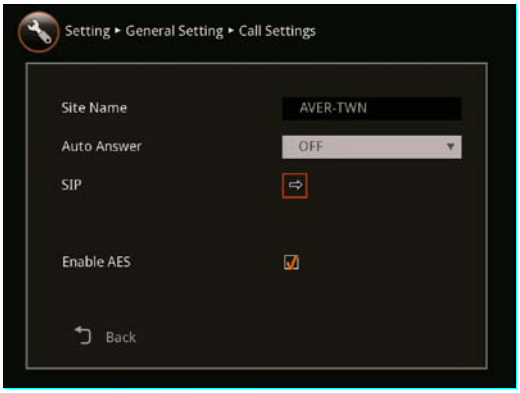
3. Select Auto Answer and press ⏎. In the Auto Answer menu, select **OFF** to turn off Auto Answer, **ON** to answer the call automatically, and **Do Not Disturb** to automatically reject incoming calls.

   If you are already in a conference, even if the Auto Answer is turned on, you need to manually accept the next call.

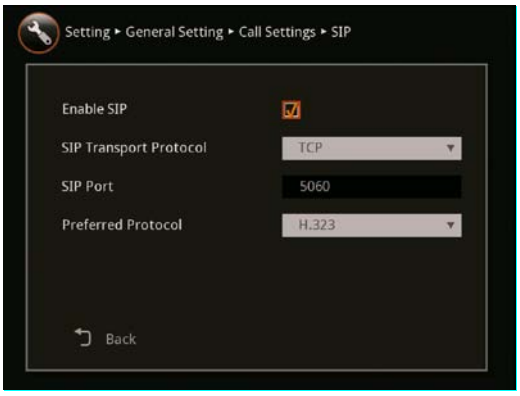


Session Initiation Protocol (SIP)

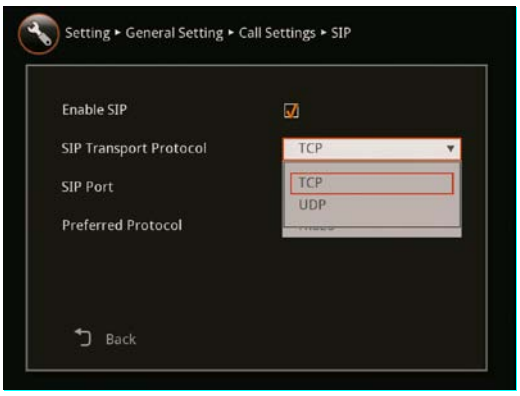
1. Select Setting> System Settings> General Setting> Call Settings > SIP and press ⏎.



2. Select Enable SIP check box and press ⏎ to activate/deactivate using SIP.

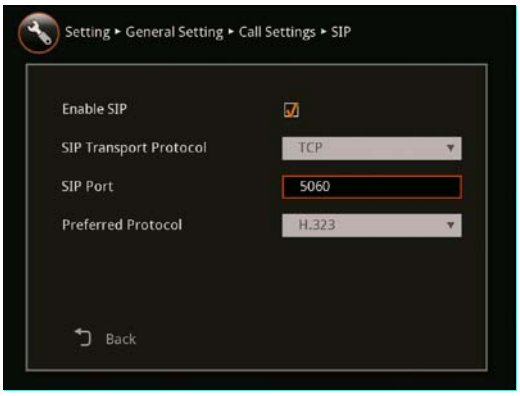


3. Select the SIP Transport Protocol drop-down and choose the type of transport protocol for use.
   To ensure proper connection, verify if both calling parties are using the same transport protocol. The default setting is UDP.

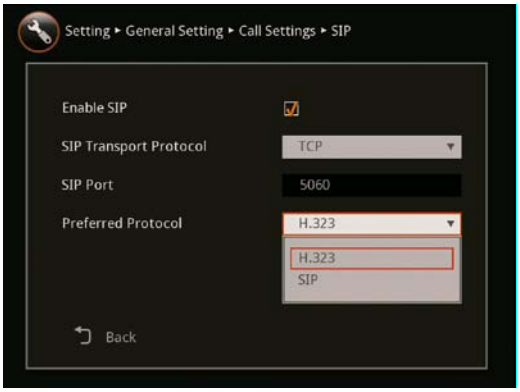


4. Set the SIP Port.

   Change this value only if you use specific settings in your network system. The default SIP port setting is 5060.

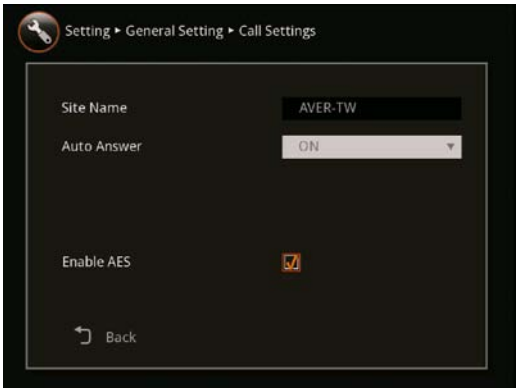


5. Select the Preferred Protocol and choose which type you want the system to use as default. If the system is unable to establish the call, it will attempt the other protocol.



Enable/Disable Advanced Encryption Standard

Advanced Encryption Standard (AES) encrypts the data that is being transmitted during a video conferencing to provide protection against unauthorized data access. Encrypted data can only be read with the device that also supports the AES standard. All parties on the call must support AES to use this feature, or else the data will not be encrypted.

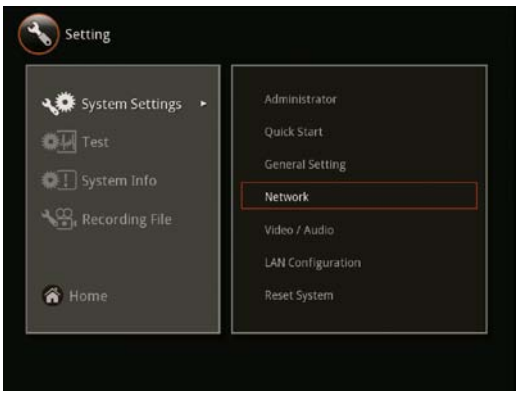


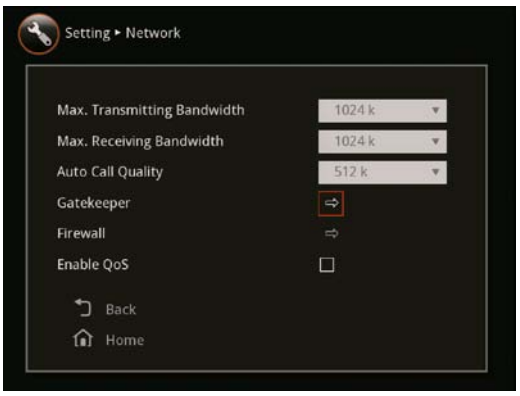
To activate AES, select Setting in the home menu > System Settings > General Setting > Call Settings > Enable AES and press ↵ to active/deactivate the feature.

<u>This feature is may be restricted and unavailable in some countries.</u>

Network

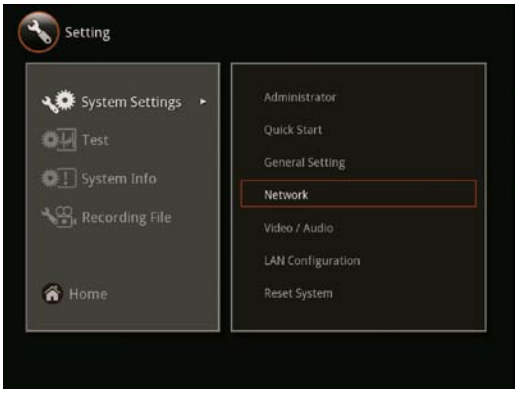
Network allows you to set the network bandwidth, auto call quality, gatekeeper and firewall settings.





Set the Gatekeeper

1. Select Setting > System Settings > Network and press ↵.



2. Select Gatekeeper and press ↵.

3. The Gatekeeper in AVer HVC serves the purpose of translating services from E.164 IDs to IP addresses in an H.323 network.

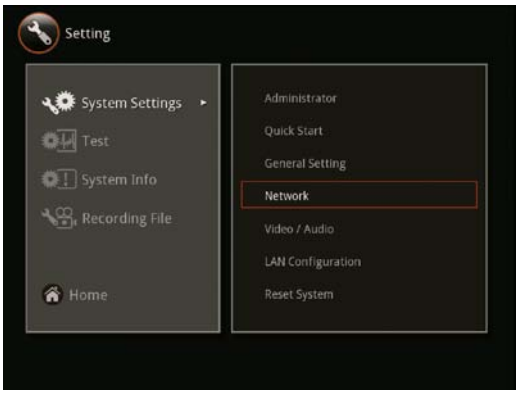
   Select the following to setup the Gatekeeper.

   - **H.323 name:** the gatekeeper will use this name to identify your system.
   - **H.323 Extension (E.164):** enter numeric data for the gatekeeper to use to identify your system further.
   - **Gatekeeper IP Address:** enter the IP address for the gatekeeper server.
   - **Use Gatekeeper:** activate/deactivate gatekeeper.

Set the Firewall

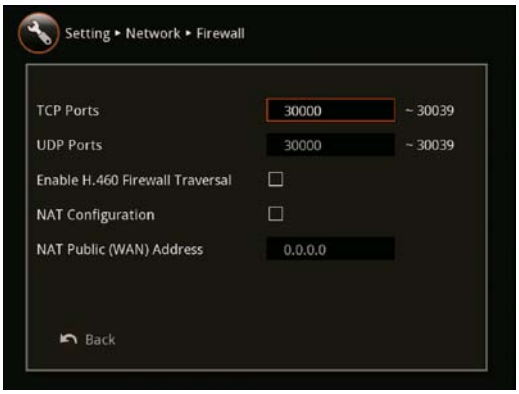
Make sure to setup the Gatekeeper before setting up the Firewall.

1. Select Setting > System Settings > Network and press ⏎.



2. Select Firewall and press ⏎.

3. AVer HVC supports firewall traversal of H.323 calls.



Select the following to setup the Firewall.

- **TCP/UDP ports:** By default, the system communicates through TCP/UDP ports in the range from **30000** to **30039**. You can specify the range for your specific network environment.

Note: You must configure your firewall to allow inbound/outbound traffic through TCP ports 1720/1719 for H.323 call setup

- **Enable H.460 Firewall Traversal:** Make sure your gatekeeper supports this feature before enabling it.
- **NAT Configuration:** AVer HVC supports NAT systems that use internal IP addresses to communicate with other devices outside the LAN.
- **NAT Public (WAN) Address:** The NAT public address must be entered when you enable the feature on NAT configuration.

Enable/Disable Quality of Service

Quality of Service (QoS) provides different priority data flows to guarantee a certain level of performance in video conferencing data flow.

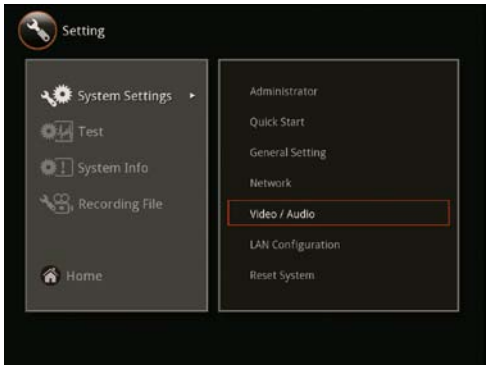
To activate QoS, select Setting in the home menu > System Settings > Network > Enable QoS and press ⏎ to active/deactivate the feature.

Video/Audio

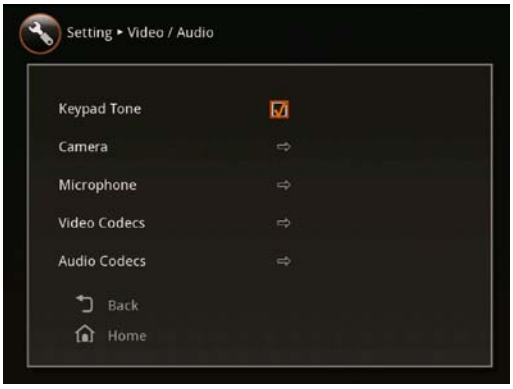
In Video/Audio settings, you can enable/disable keypad tones, set the MIC gain level, and select the preferred video and audio codecs.

Enable/Disable Keypad Tone

1. Select Setting > System Settings > Video/Audio and press ⏎.

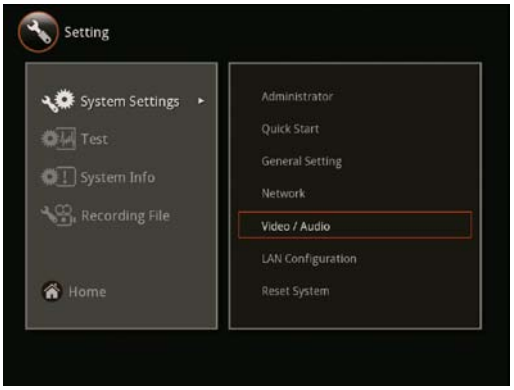


2. Select the Keypad Tone check box and press ⏎. This will enable/disable tone sounds when you are dialing a number using the remote control.

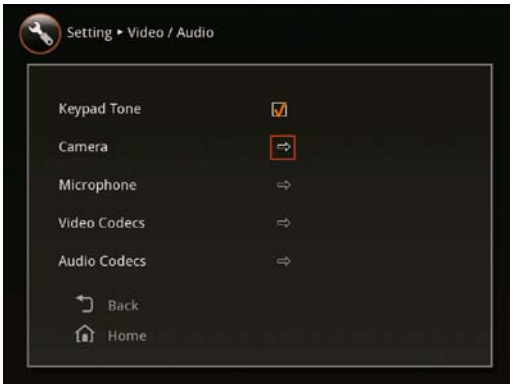


Set the Camera White Balance/Exposure/Frequency

1. Select Setting > System Settings > Video/Audio and press ⏎.



2. Select Camera and press ↵.



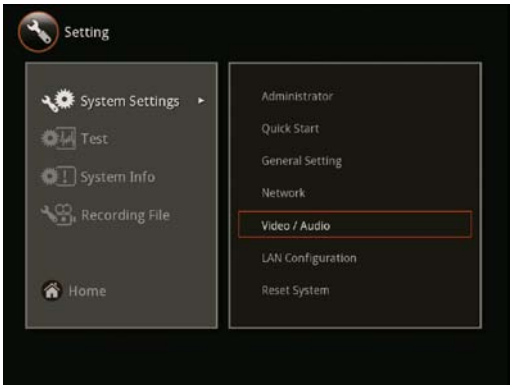
3. Select White Balance drop-down box and press ↵. Then select the type of mode you prefer and press ↵.

4. Select Exposure drop-down box and press ↵. Then select the exposure level you prefer and press ↵.

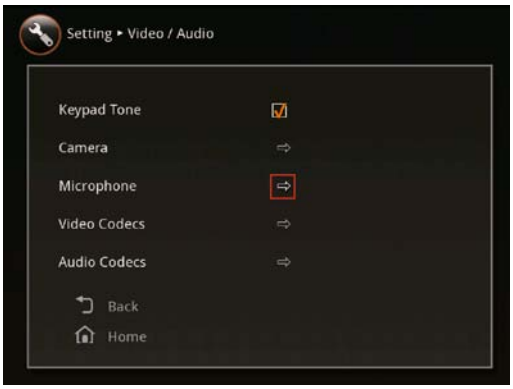
5. Select Frequency drop-down box and press ↵. Then select the correct frequency setting and press ↵.

Set the MIC Gain Level and MIC Input Source

1. Select Setting > System Settings > Video/Audio and press ↵.



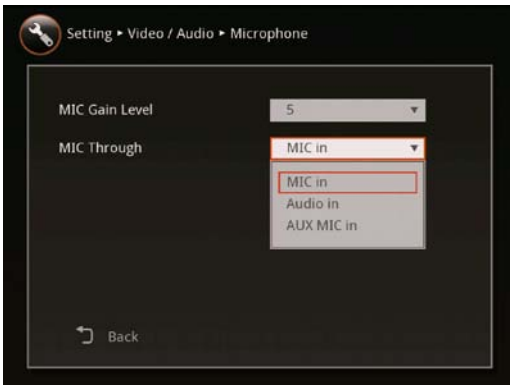
2. Select Microphone and press ↵.



3. Select Mic Gain Level and press ↵. Adjust from the mic gain level up to 9.

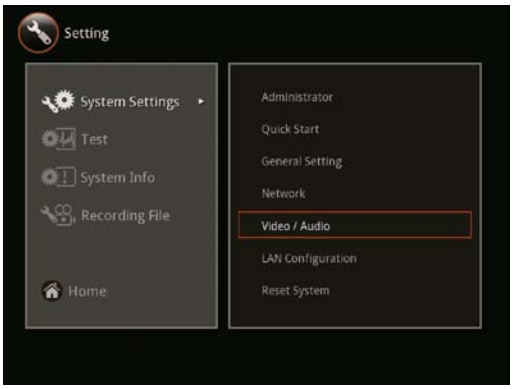
   AVer HVC allows you to adjust mic gain level for proper MIC volume to improve audio reception on the microphone(s).

4. Select MIC Through and press ↵. Select the source of the MIC. If you connect a MIC in AUDIO IN port, we recommend selecting Audio in to prevent the sound from echoing.



Specify the Video/Audio Codecs

1. Select Setting > System Settings > Video/Audio and press ↵.

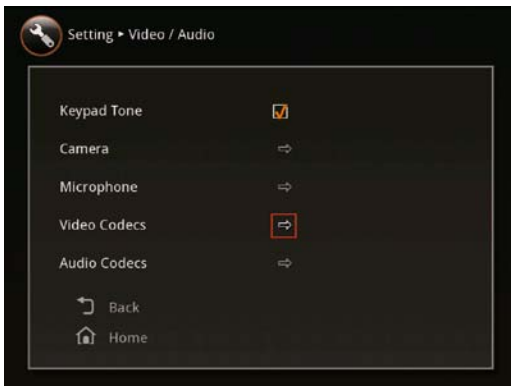


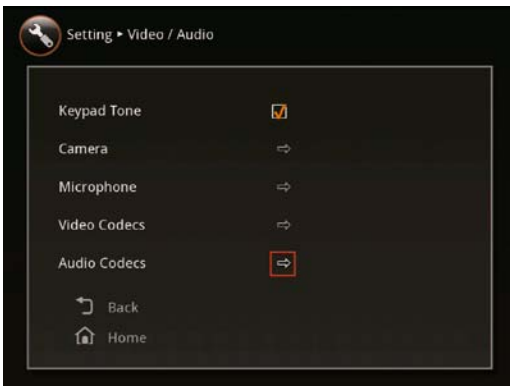
2. Select Video/Audio Codecs and press ↵ to specify the codecs you want to support. While the AVer HVC supports the H.323 standard coding algorithm, each codec has unique properties and performs best given a certain set of circumstances.

   For Video : H.264, H.263+, H.263, H.261

   For Voice : G.728, G.722.1C, G.722.1, G.722, G.711

   Please contact system administrator if you have any question on these codecs.





↓↓

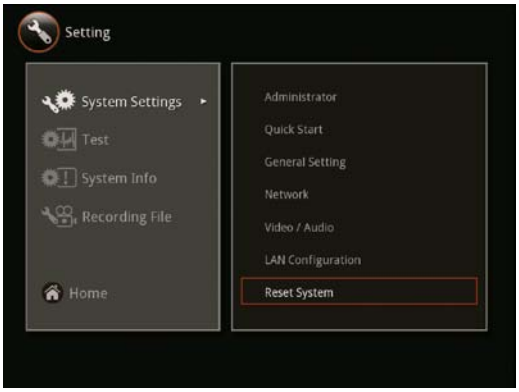
↓↓

Reset System

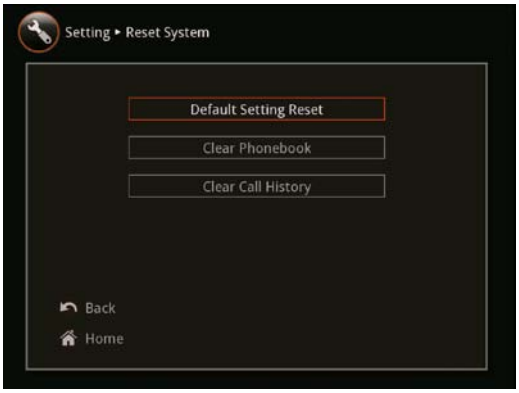
Reset System allows you to restore the system back to factory settings, which will clear phonebook entries and call history. Make sure to back up the information before resetting the system.

Reset the System

1. Select Setting > System Settings > Reset System and press ↵.



2. Choose from the selections to reset the system, clear the phonebook, or clear the call history.
   - **Default Setting Reset:** LAN configuration, video/audio codec selection and call settings will be reset.
   - **Clear Phonebook:** all the phonebook entries stored in the system will be deleted.
   - **Clear Call History:** all the incoming and outgoing call records will be deleted.



Setting the Camera Preset Point

You can set the camera preset point on or before the call session.

To Set the Camera Preset Point:

1. From the Home menu, select **Cam Ctrl** to adjust the visual angle of the camera.
2. Adjust the camera to the view you want using the ▲,▼,◄, & ►, and Zoom +/- buttons of the remote.
3. Press/hold the PRESET button on the remote for 3 sec, then designate which number (0-9) to save the position of the camera as that preset point.
4. To recall the preset point of the camera, press PRESET.

Testing the Network

This feature tests the network connection between a local and far site.

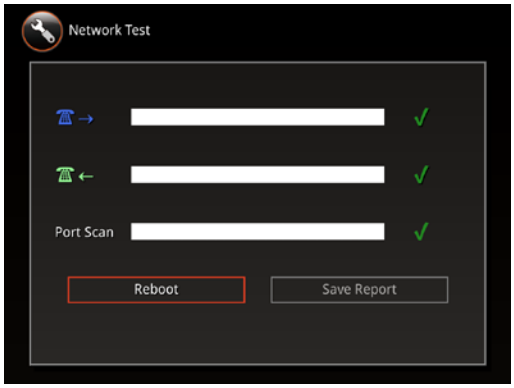
Network Test:

1. In the Home menu, click Setting.

2. Select Test > Network Test.

3. Select OK to continue or Cancel to stop this operation. Press ↵ to make a selection.

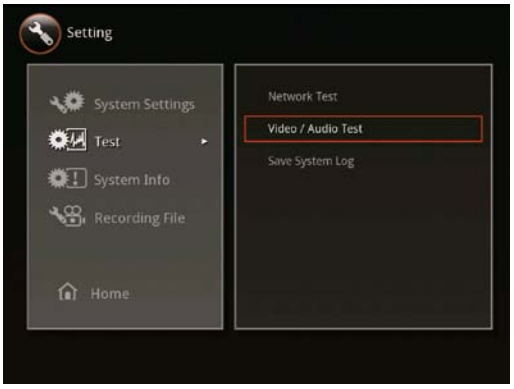
4. Wait until the network test completes. A check mark will appear if the network test is successful. If it fails, please save the report in a USB flash drive and contact our technical support for further assistance.



Test the Video and Audio:

1. In the Home menu, click Setting.

2. Select Test > Video/Audio.

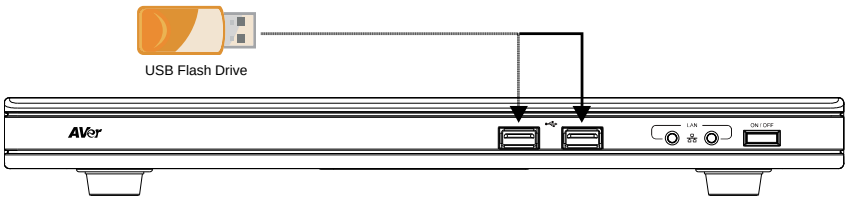


3. You will be able to see two identical video displays to show that your video is working. To test the speaker and mic, speak into the mic. If you can hear your voice, it means your speaker and mic are working. Press ↵ to exit.

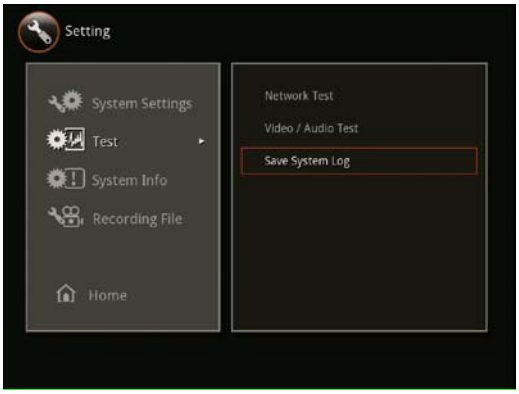
Save and Send the System Log:

If you encounter unknown issues and are unsure of how to troubleshoot the unit, sending us the saved system log data can help us analyze the problem faster.

1. Insert a USB Flash drive into the USB Port of the HVC System.

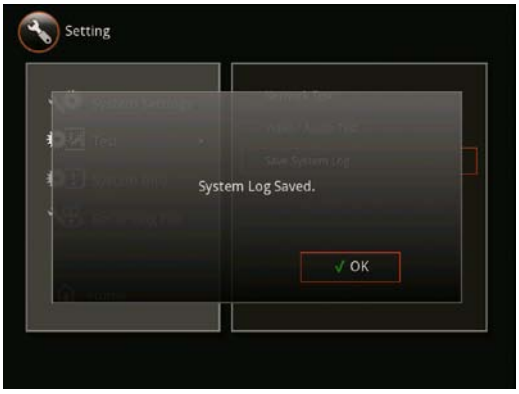


2. In the Home menu, click Setting > Test > Save System Log and press ↵.



3. The system log will be saved to the USB Flash drive.

4. After the file is saved, press ↵.



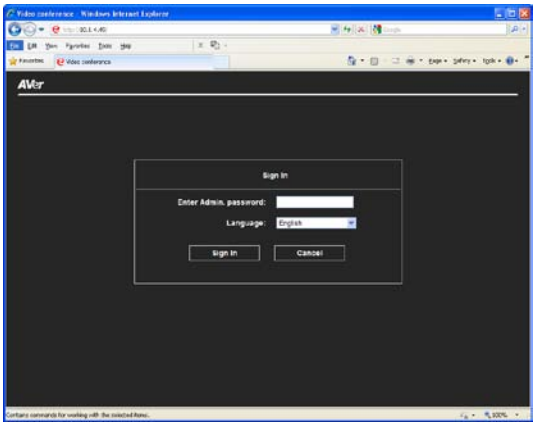
5. Remove the USB Flash drive and insert it into your computer's USB port. Locate the file message.tar.gz and send it to the technical support team.

Managing the AVer HVC System Using the WebTool

The WebTool allows you to access your AVer HVC system remotely using an internet browser. You can view the camera, control screen interface and remote control. You can also access the Phonebook to add, edit and delete entries, view and download the call history, update the system, and restore your previous settings.

Access Using an Internet Browser:

1. Type your HVC's IP address in the URL field. Enable Web Admin setting must be activated and you will need to enter the admin password to log in.



2. In the WebTool page, you can access the following:
   - **Cam. Control**
   - **Phonebook**
   - **Call History**
   - **Setting**
   - **Contact Us**

Cam. Control

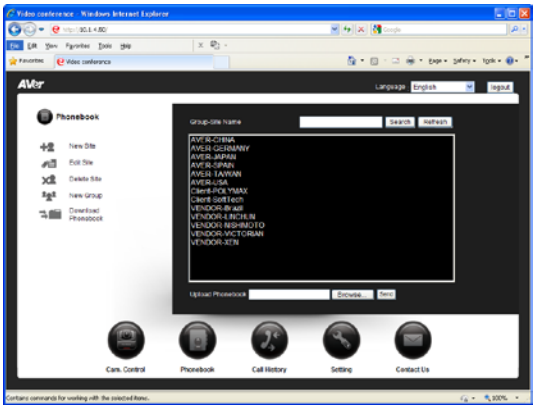
1. In WebTool page, click Cam. Control.

2. The video screen and remote control will appear. You can use all the buttons on the screen and remote like you normally would when you use your HVC. To return to WebTool main page, click .

Add, Edit and Delete Phonebook Entries

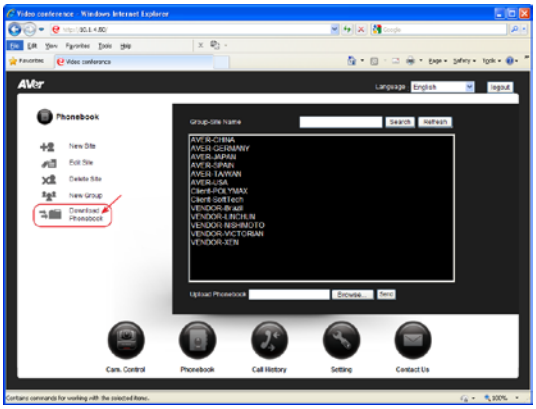
1. In WebTool page, click Phonebook.

2. In the Phonebook page, you can modify phonebook entries by clicking New Site, Edit Site, Delete Site and New Group.
   You can also download the phonebook entries and upload them to another AVer HVC unit.
   The saved file can be edited using spreadsheet software.

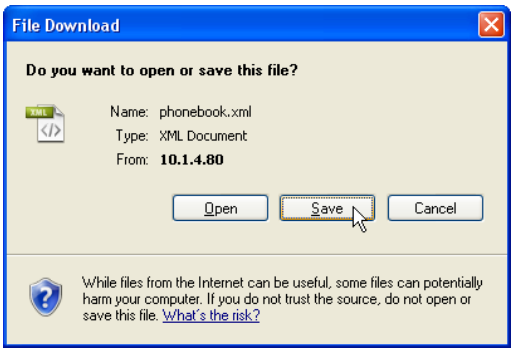


Download Phonebook Entries

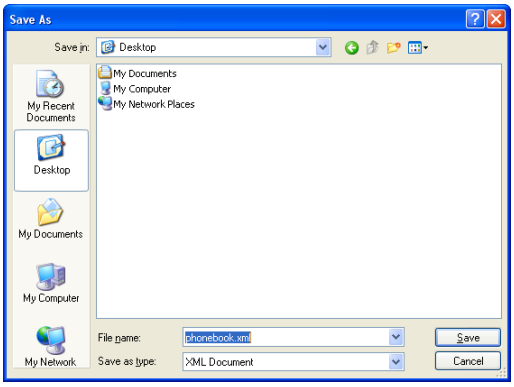
1. Click Download Phonebook.



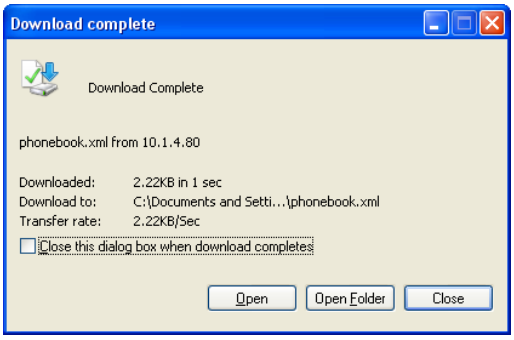
2. You will be prompt to open, save or cancel the operation. Click Save.



3. Locate on where you want to save the file. Click Save.

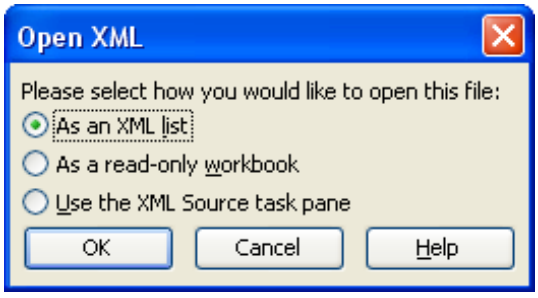


4. You will be prompted to open the file or close the message box when the download is compete.

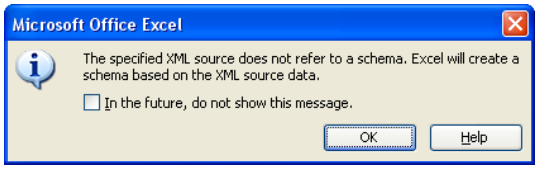


Edit and Save the Downloaded Phonebook Entries

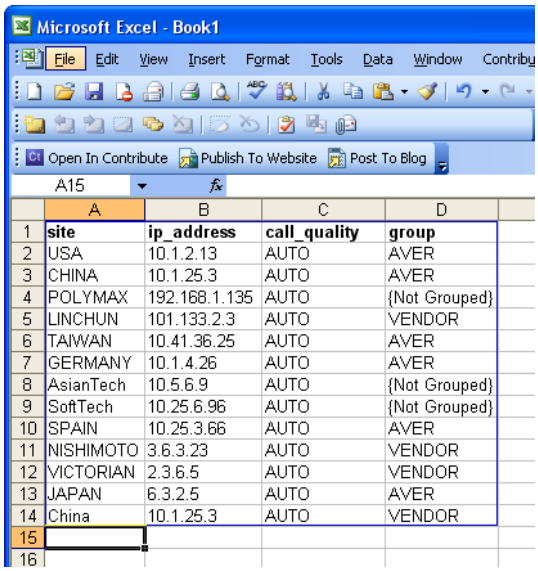
1. Locate and open the file using MS Excel and select As an XML list. Click OK.



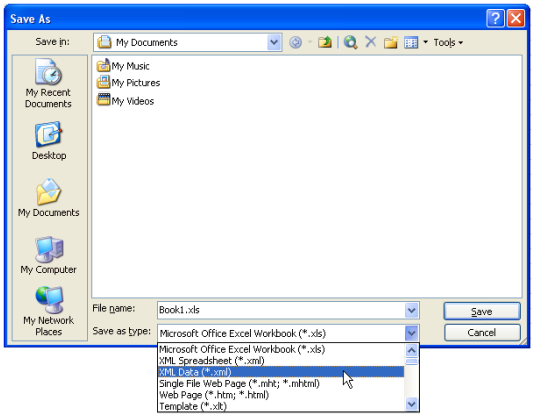
2. Click ok to create a schema based on the XML source data.



3. You may now edit the file.

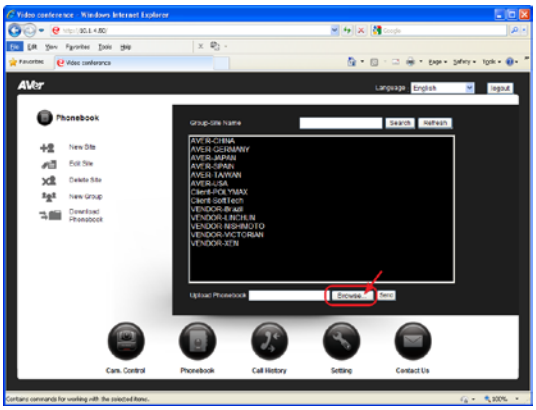


4. Make sure to save the file as XML Data so it can be uploaded back to the system.

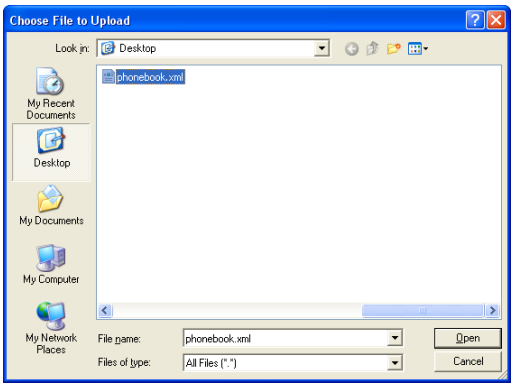


Upload Phonebook Entries

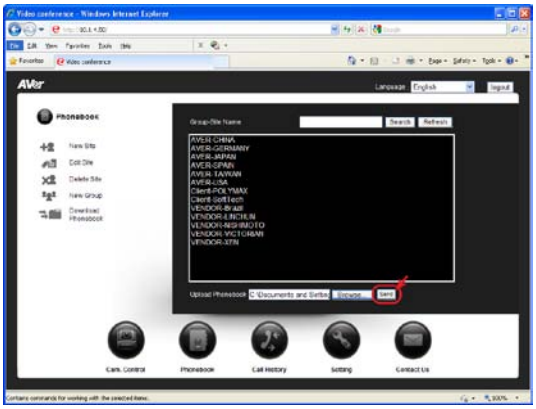
1. Click Browse… and locate the phonebook xml file you wish to upload.



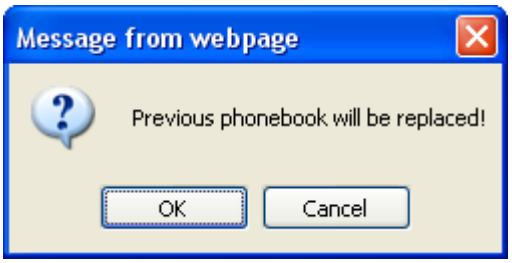
2. Select the xml file and click Open.



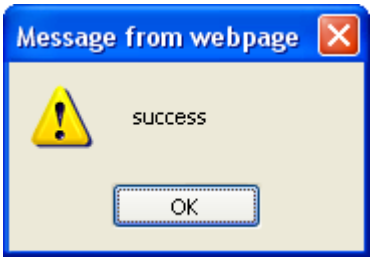
3. Click Send.



4. Click OK to replace the existing phonebook in the system with the new one.

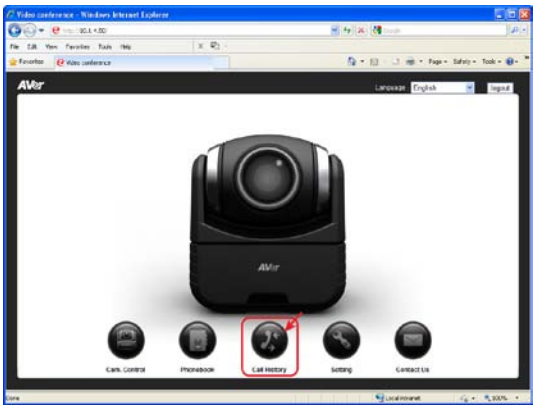


5. You will be notified when you have successfully uploaded the file. Click OK.

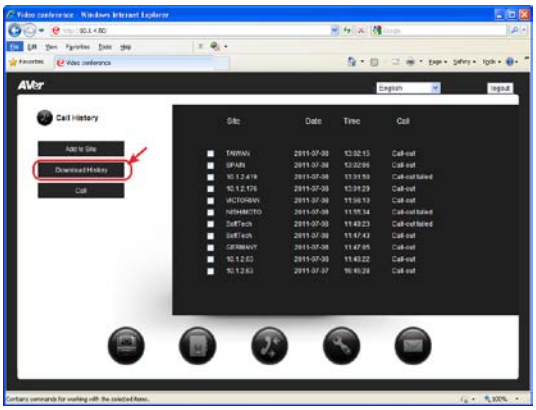


Download Call History

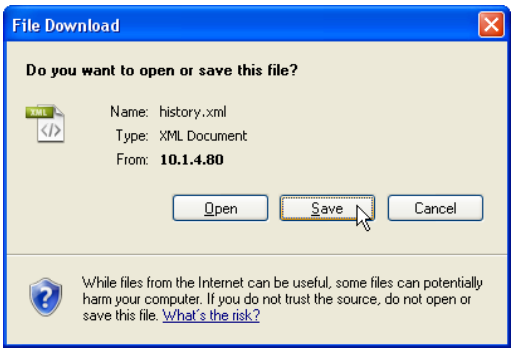
1. Click Call History in the WebTool page.



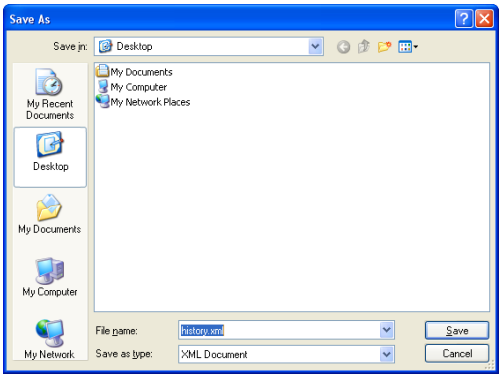
2. Click Download History.



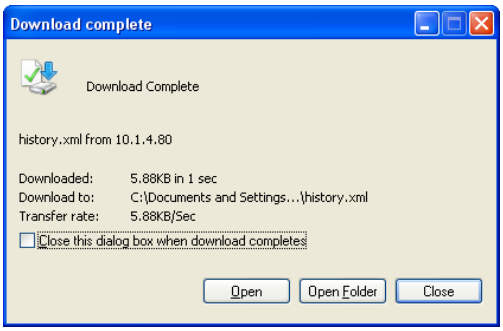
3. You will be prompted to open, save or cancel the operation. Click Save.



4. Locate where you want to save the file. Click Save.

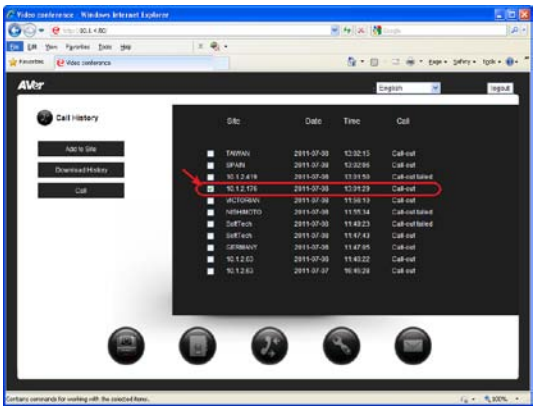


5. You will be prompted to open the file or close the message box when the download is complete.

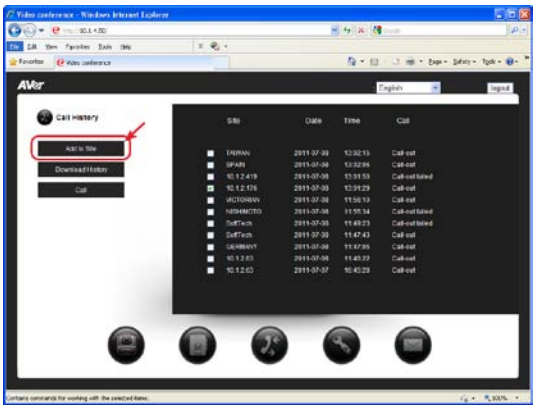


Add Phonebook Entries from the Call History

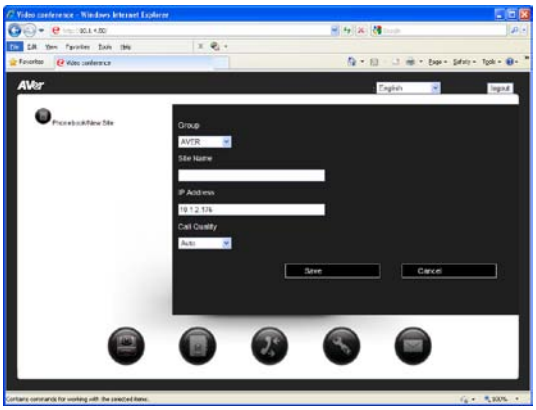
1. Select a call in the call history list with the IP address you wish to add. Click the check box.



2. Click Add to Phonebook.

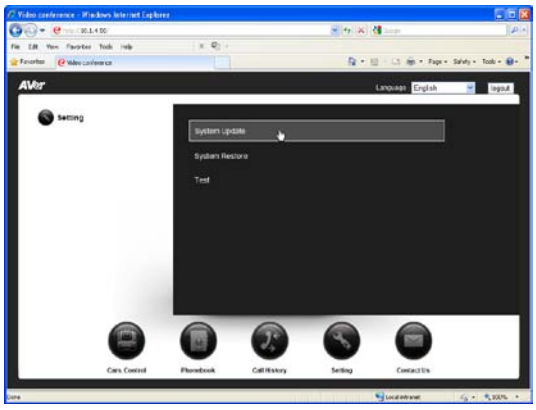


3. Select the Group (if desired), enter the site name and select the Call Quality. Then click save.
   The new entry will be listed in the phonebook.



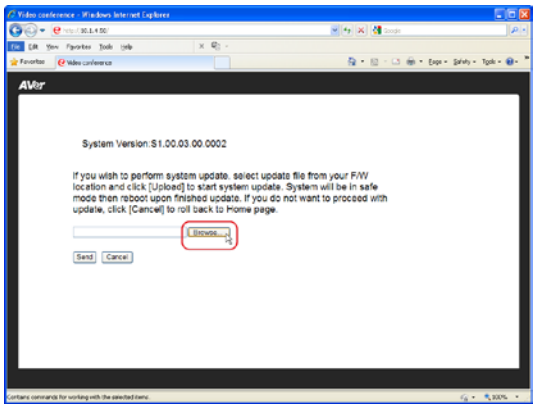
Update the System

1. Go to our website and download the latest firmware update file. Then Click Setting > System Update.



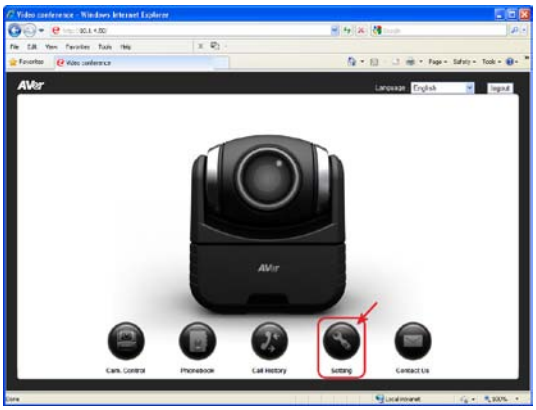
2. Click Browse and locate the downloaded firmware file.

   Click Send to begin the system update or Cancel to stop this operation.

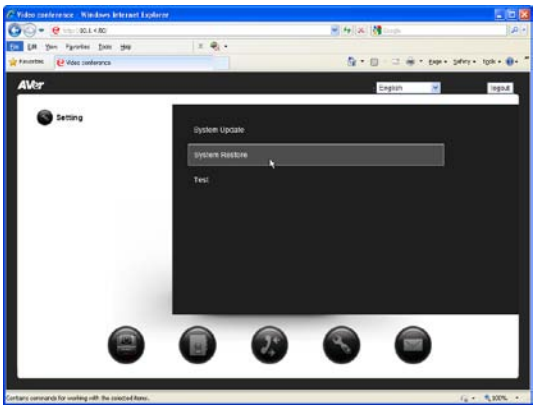


Back up the System Settings

1. Click Setting.

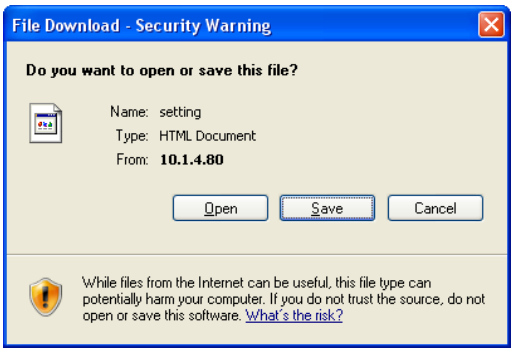


2. Click System Restore.

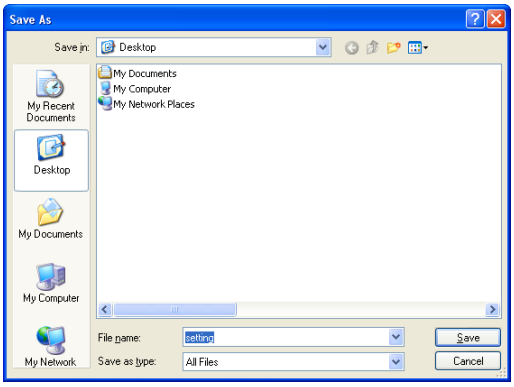


3. Click Download Settings.

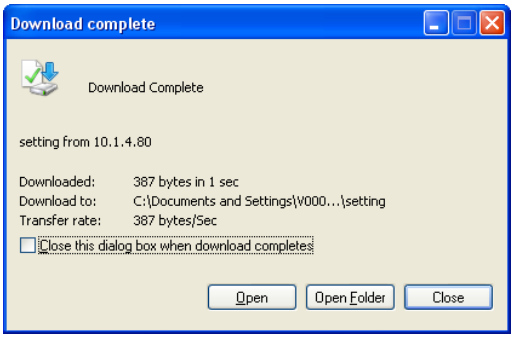
4. You will be prompt to open or save the file. Click Save.



5. Click Save.

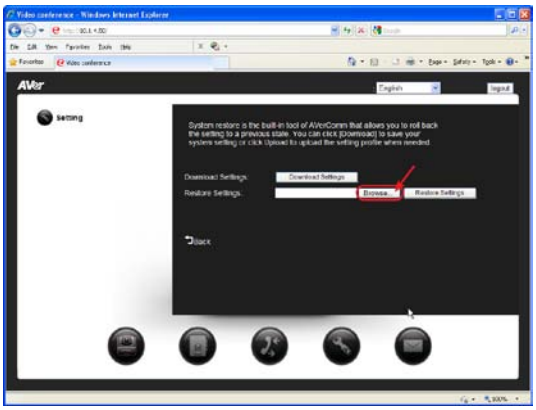


6. You will be prompt to open or close the message box. Click Close.

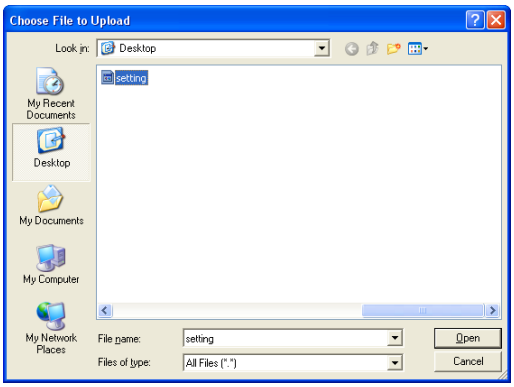


Restore the System Settings

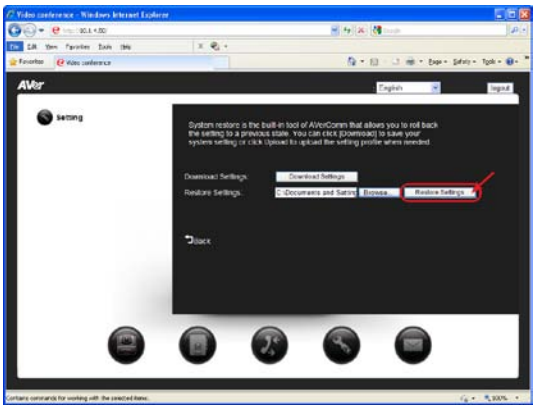
1. Click Browse....



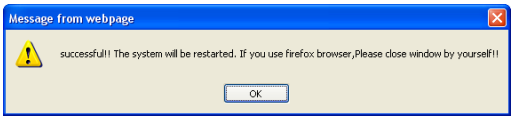
2. Locate the system setting file to be used for restoration and click Open.



3. Click Restore Setting.



4. You will be notified that the system setting upload is successful. Click OK.



5. On your HVC screen, you will be prompted that the system setting is updated via internet. Press ↵ to close the message box and reboot the unit.

Using the AVer HVC

Once when you are done setting up the system, you may start to make calls. The HVC310 has an integrated MCU that supports up to four parties on a single video conference call.

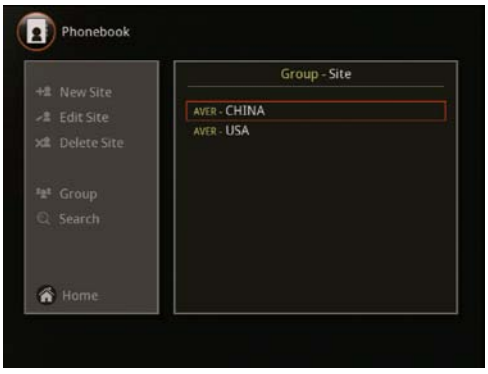
Making a Call

You have 3 option to make a video call. Selecting the site contact in the Phonebook list, dialing the IP address, or selecting a previous call in the Call History list.

Call Using the Phonebook:

1. Select Phonebook and press ↵.

2. Select the site contact in the list and press ↵.



3. The call will be connected.

Call Using Dial:

1. Select Dial and press ↵.

2. Use the numeric buttons on the remote to enter an IP address and press Call to make a call.

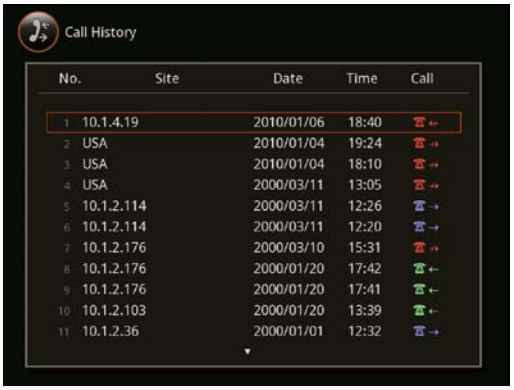
   The speed setting in Auto Call Quality will be used when Auto is selected.

3. The call will be connected.

Call Using Call History:

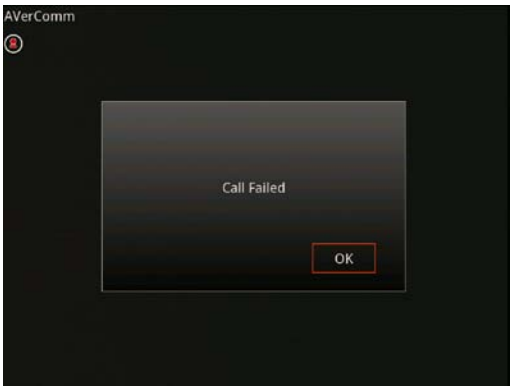
1. Select Call History and press ↵.

2. Select the site you want to call in the call history and press ↵.



3. The call will be connected.

4. If the call fails, the IP address may have been entered incorrectly, the far site is set to Do not Disturb mode or the far site hung up the call.



End MCU Call:

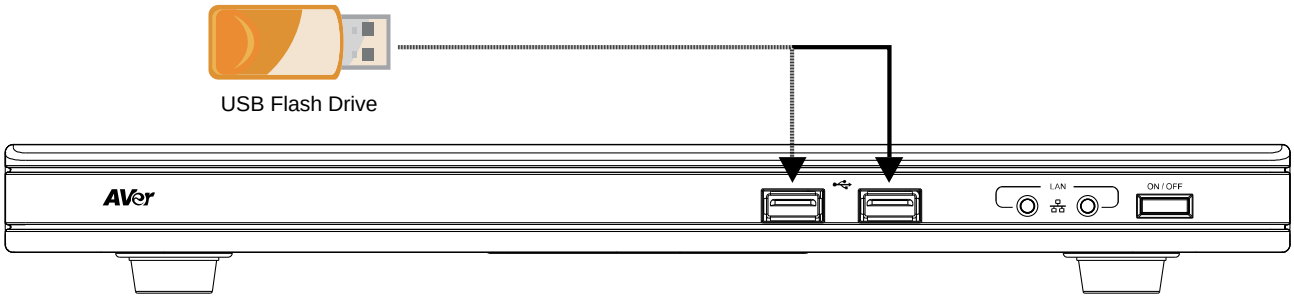
1. Use the ▲ and ▼ buttons to select which site you want to disconnect with and press ↵. To end the meeting, select Disconnect All.

   Each location/site will be color coded for easy identification. Match the color of the site names to their color frames for visual reference.

Record Video

AVer HVC requires a USB flash drive to record meetings. The recorded video will be saved in .VC format. Video recording can be done whether you are in a video conference call or not.

Insert the USB flash drive to either USB port of the main system and wait for the USB flash drive to initialize (a message will indicate this). Press RECORD on the remote control to start and again to stop video recording. AVer HVC can support USB flash drives from 2GB to 64GB.

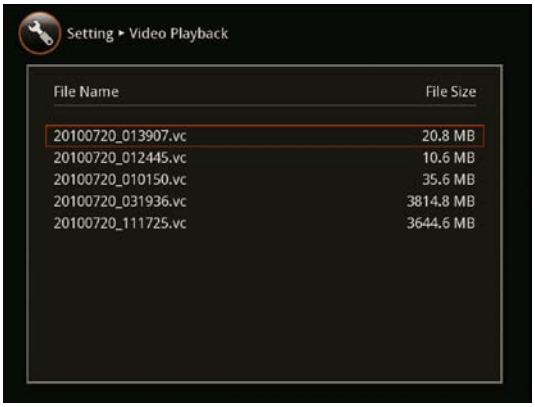


Playback the Recorded Video on AVer HVC

Insert the USB flash drive with the recorded .VC file into either HVC USB port.

1. In the HOME menu, click Setting and select Recording File.

2. Select Recording Video Playback and then select the meeting file you want to watch.



3. In the Recording Video Playback screen, use the left and right buttons on the remote to select the video player buttons to play, pause, and stop the video. Use the Layout button to change the window layout.

Playback the Recorded Video Using AVer VCplayer

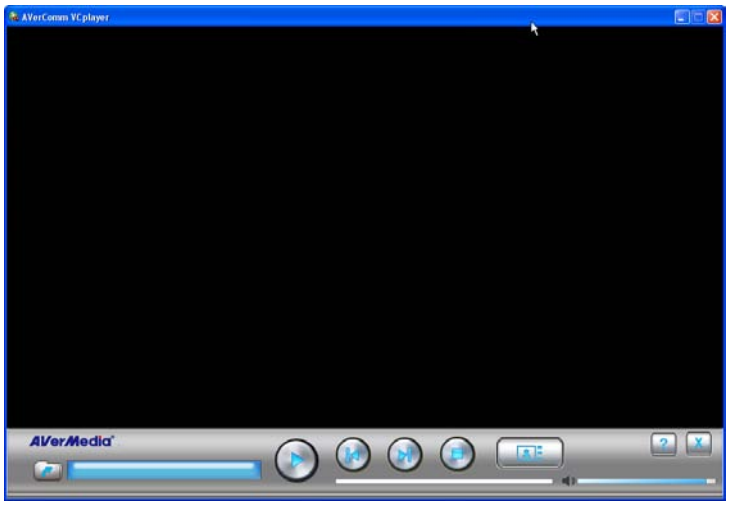
Make sure your computer meets the minimum system requirements below.

Minimum System Requirements

- Intel® Pentium® 4 or AMD Athlon® XP or higher processor 2.4GHz Pentium® 4 or Intel core 2 duo or better (recommended)
- Windows XP (SP2) or later
- 512MB RAM or better
- 50MB of available hard-disk space

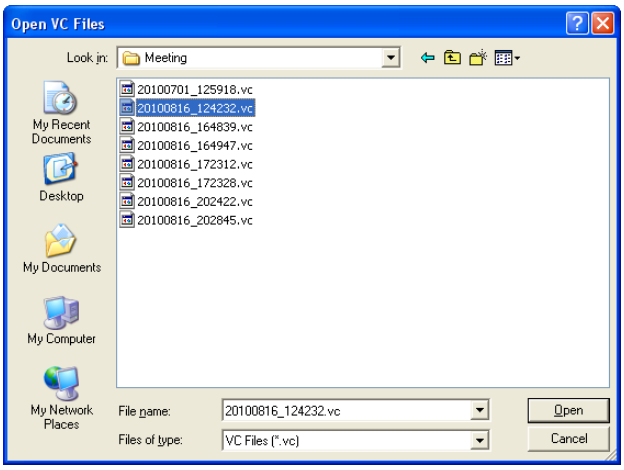
1. Click start > All Programs > AVer VCplayer > VCplayer, or double-click

on the desktop.



2. Click to locate the .VC file.

3. Select the desired file and click Open.



4. In the VC player control panel, you can do the following:

Start playing the file.

Stop playing the file.

Rewind the video 5 minutes.

Skip the video forward 5 minutes.

Change to different split screen modes (layouts).

Close the VCplayer application.

Display the VCplayer application information.

Adjust the Volume.

Using VCLink Mobile

This app is available for iOS and Android through their respective app stores. Using your phone's Wi-Fi connection, VCLink Mobile allows you to control your HVC system with the remote control interface. You can also edit and download the system's phonebook, keeping your contacts with you at all times. Before using VCLink Mobile, enable this feature and set a password.

To start using VCLink Mobile:

1. Click Add New.

2. Register the AVer HVC unit. Enter a Title, the IP Address and VCLink password of the device. Then click Save.

   Enable the Favorite check box to add the registered device in Favorite tab.

3. Double-click the name in the list to log in.

4. Click on Remote Control tab to bring up the AVer HVC mobile remote. Slide the lower panel left and right to access all features.

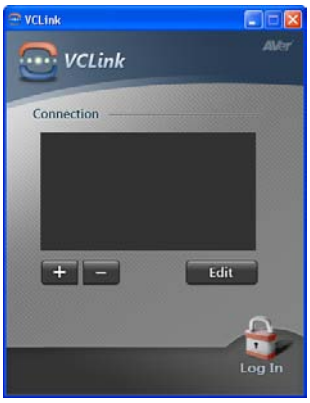
5. Click the Phonebook tab, then the AVer HVC tab to access the phonebook of the connected unit. To save the phonebook to your phone, click Copy to Local. The phonebook will be listed in the Personal tab.

Using VCLink Desktop

VCLink Desktop allows you to share your computer desktop image while in a conference. Make sure to have the VCLink password and the VCLink feature is checked (enabled).

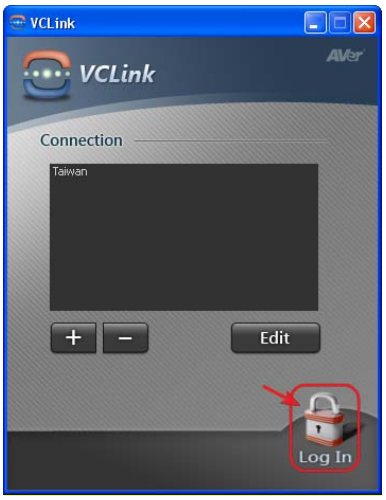
To start using VCLink Desktop:

1. Click to register the AVer HVC unit.

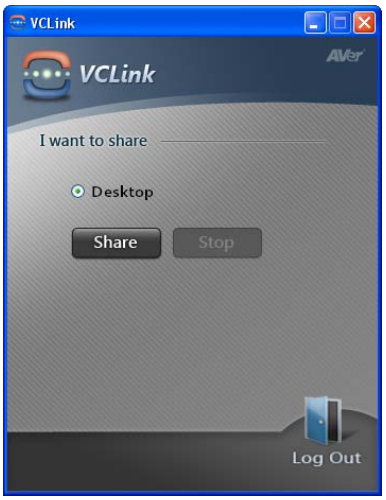


2. Enter a Title, the IP Address and VCLink password of the device. Then click OK.

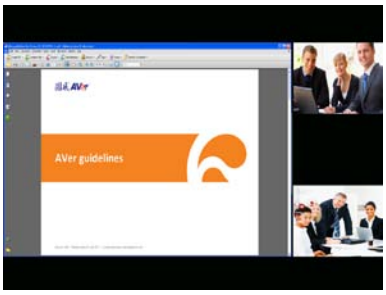
3. Select the registered AVer HVC in the list and click Log In icon.



4. Select the image you want to share and click Share. To stop sharing, click the Log Out icon.



5. The screen will display the shared image.



Troubleshooting

Audio

1. Can’t hear the audio during a call .

- Make sure the MICs are not muted.
- Make sure the MIC connections are properly connected as illustrated in this manual.
- Ensure proper volume level on the system.

2. The audio quality is poor.

- Ensure the mic is not damaged.
- Try to adjust the "Mic Gain Level”.
- Make sure the MIC is not facing the output speakers to prevent echo.

Video / Display

1. There is no image/video on the screen

- Press any button on the remote control to check if the camera is in sleep mode.
- Check all the connections as shown in this manual.
- Check if the TV or LCD monitors are powered on.
- Verify the input source of the TV or LCD monitors is switched to the HVC system.

2. The video on the screen is blurry

- Press the ↵ while the system is in camera mode will trigger the auto focus function.
- Press Zoom - or Zoom + button to adjust the focus of the AVer HVC camera.

3. I'm trying to share the contents from VGA but when I press "Present" on the remote control, there is no VGA signal indicated on the selection

- Make sure the device is properly connected to the VGA IN port of AVer HVC.
- For a notebook, make sure it is set to output the display on an external monitor.

4. The “Present Failed” error message appeared on my screen when I started the present content

The far site you are calling does not support H.239 features or they are disabled. Please contact the system administrator for more information about the settings.

Network

1. After resetting the system to default settings, the system IP address is still undetectable or an invalid value

- If the IP/Subnet Mask/Default Gateway shows an incorrect value, you can modify the value in “Static IP” Mode.
- The default Obtain IP address selection in AVer HVC is in **“Static IP”**. Please change the selection to DHCP under LAN Configuration. The system will automatically obtain the IP address from the DHCP server.

2. Why can’t I access the WebTool?

- Check if you have entered the correct system IP address and AVer HVC is on.
- Ensure HTTP Port 80 is opened in your firewall settings.
- Check administrator setting on AVer HVC to confirm Webtool is enabled.

3. The call is connected but there’s no video/audio from far site

- Please verify your firewall policy setting and/or NAT Configuration/NAT public address.

4. I get the error message “DHCP service failed” when I try to obtain an IP address as DHCP.

- Make sure the AVer HVC is connected to a active LAN jack.
- Verify your DHCP server connection.
- Verify the security setting for the MAC address in your network device.

General

1. Unable to connect the call and the “Call failed” error message appears on the screen

- Ensure you are calling the correct IP address.
- Verify if the far site has set their system to “Do Not Disturb” or is not picking up the call.
- Ensure you are not calling to a system that already has the maximum number of connections connected on a call.

2. I can’t remember the administrator password

Please contact AVer technical support for assistance.

3. Unable to control the far end camera

- Make sure the Cam Ctrl icon is positioned on the screen you want to control. Press

on the remote to switch to the desired screen.
- Make sure the far site has enabled the Far Control of Near Camera setting. To enable, press and go to Setting > System Setting. Then select "Far control of Near Camera ".

4. AVer HVC cannot detect the USB device

- Unplug and plug the USB flash drive again and wait for 10 to 15 seconds for the system to detect the new USB device.
- We do not recommend using an external HDD, it may cause system errors or recording failures.

Limited Warranty

For a period of time beginning on the date of purchase of the applicable product and extending as set forth in the "**Warranty Period of AVer Product Purchased**" section of the warranty card, AVer Information Inc. ("AVer") warrants that the applicable product ("Product") substantially conforms to AVer's documentation for the product and that its manufacture and components are free of defects in material and workmanship under normal use. "You" as used in this agreement means you individually or the business entity on whose behalf you use or install the product, as applicable. This limited warranty extends only to You as the original purchaser. Except for the foregoing, the Product is provided "AS IS." In no event does AVer warrant that You will be able to operate the Product without problems or interruptions, or that the Product is suitable for your purposes. Your exclusive remedy and the entire liability of AVer under this paragraph shall be, at AVer's option, the repair or replacement of the Product with the same or a comparable product. This warranty does not apply to (a) any Product on which the serial number has been defaced, modified, or removed, or (b) cartons, cases, batteries, cabinets, tapes, or accessories used with this product. This warranty does not apply to any Product that has suffered damage, deterioration or malfunction due to (a) accident, abuse, misuse, neglect, fire, water, lightning, or other acts of nature, commercial or industrial use, unauthorized product modification or failure to follow instructions included with the Product, (b) misapplication of service by someone other than the manufacturer's representative, (c) any shipment damages (such claims must be made with the carrier), or (d) any other causes that do not relate to a Product defect. The Warranty Period of any repaired or replaced Product shall be the longer of (a) the original Warranty Period or (b) thirty (30) days from the date of delivery of the repaired or replaced product.

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Governing Law and Your Rights

This warranty gives you specific legal rights; You may also have other rights granted under state law. These rights vary from state to state.

For warranty period, please refer to the warranty card.

Federal Communications Commission Statement (Class A)

NOTE- This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by tuning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Class A ITE:

Class A ITE is a category of all other ITE which satisfies the class A ITE limits but not the class B ITE limits. Such equipment should not be restricted in its sale but the following warning shall be included in the instructions for use:

Warning - This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

CE Class A (EMC)

This product is herewith confirmed to comply with the requirements set out in the Council Directives on the Approximation of the laws of the Member States relating to Electromagnetic Compatibility Directive 2004/108/EEC.

Warning - This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures to correct this interference.

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THE MARK OF CROSSED-OUT WHEELED BIN INDICATES THAT THIS PRODUCT MUST NOT BE DISPOSED OF WITH YOUR OTHER HOUSEHOLD WASTE. INSTEAD, YOU NEED TO DISPOSE OF THE WASTE EQUIPMENT BY HANDING IT OVER TO A DESIGNATED COLLECTION POINT FOR THE RECYCLING OF WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT. FOR MORE INFORMATION ABOUT WHERE TO DROP OFF YOUR WASTE EQUIPMENT FOR RECYCLING, PLEASE CONTACT YOUR HOUSEHOLD WASTE DISPOSAL SERVICE OR THE SHOP WHERE YOU PURCHASED THE PRODUCT.

Remote Control Battery Safety Information

- Store batteries in any cool & dry place.
- Do not dispose used batteries in domestic waste. Dispose batteries at special collection points or return to stores if applies.
- Remove the batteries if they are not in use for long period of time. Battery leakage and corrosion can damage the remote control, dispose batteries safely.
- Do not mix and use old and new batteries.
- Do not mix and use different types of batteries: alkaline, standard (carbon-zinc) or rechargeable (nickel-cadmium).
- Do not dispose batteries in a fire.
- Do not attempt to short circuit the battery terminals.